



## SEEKING A FAIR RESOLUTION

### THE ROLE OF THE INDEPENDENT COMPLAINTS REVIEWER

My role as Independent Complaints Reviewer is to act as an honest broker in investigating complaints about the Children's Commissioner for Wales made by children, young people or anyone who comes into contact with the Children's Commissioner for Wales that are affected by the Children's Commissioner's actions or decisions. My aim is to achieve the impartial and fair settlement of complaints, making a positive difference for service users and stakeholders of the CCfW now and in the future. If you remain dissatisfied with the Children's Commissioner for Wales's final response to your complaint, you can refer it to me at no cost to you.

This leaflet explains my role in more detail and how to go about referring your complaint. If you have a general enquiry you can write or telephone for advice or further information.

When sending your complaint please help me by giving as much information as possible and by being as specific as you can. On our website you will find an easy to complete form to help you which you can download. My office address and contact numbers are at the end of the leaflet.

#### **JODI BERG**

*Independent Complaints Reviewer*

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### The Independent Complaints Reviewer

If you believe that there has been a failure in the Children's Commissioner for Wales's standards of service or that you have been treated unfairly and been caused unnecessary problems or concerns, you can ask the Independent Complaints Reviewer (ICR) to investigate your complaint. The ICR will look into your complaint in an objective and impartial way.

Examples of poor service or unfairness can include:

- Failure to follow proper procedures
- Discourtesy
- Discrimination or injustice

- Excessive delay
- Not answering your complaint fully and promptly
- Failure to apologise for mistakes

The ICR office will ensure that arrangements are in place to enable young people with special needs to participate fully in the review process.

**The ICR is totally independent of the Children's Commissioner for Wales and her service is free to complainants.**

## Who can make a complaint to the ICR?

Any child, young person, adult or organisation adversely affected by the actions or omissions of the Children's Commissioner for Wales can make a complaint to the ICR. The ICR understands that there may be occasions when a child or young person does not wish to complain themselves. In such circumstances the ICR will be happy to accept a complaint made by someone else with recognised responsibility for the child or young person. This may include: -

- A friend
- A parent or guardian
- A family member
- An adult such as a social worker
- A solicitor or any other professional: or
- Any other organisation that protects the rights of children or provides them with legal advice.

The CCfW has its own complaints policy. Initially, you should give the Children's Commissioner an opportunity to resolve your complaint. If you feel that it is taking an unreasonably long time to deal with your complaint or that the response that you have received is not satisfactory, you can ask the ICR to consider it on your behalf.

The ICR will usually only investigate complaints which have been through the CCfW's internal complaints policy and received a final response from the Commissioner. The CCfW complaints process is explained on its website: <http://www.childcomwales.org.uk/>

**Please note that the ICR will not usually consider any complaint later than six months after the CCfW has completed his own investigations and offered a final response.**

## Are there complaints the ICR can't investigate?

The ICR will not initiate complaints herself and there are a number of complaints that she cannot investigate which are summarised below: -

- complaints concerning the content of decisions based on the statutory provisions under which CCfW operates (although, for the avoidance of doubt, the ICR has authority to investigate complaints about the way in which those decisions were made)
- complaints by CCfW employees concerning their employment or by applicants for employment about CCfW recruitment procedures
- complaints that have become the subject of legal proceedings

If you are not sure whether your complaint falls within one of these categories we will be pleased to advise you.

## How do I go about making a complaint to the ICR?

Initial contact can be made in writing, by telephone, by fax or by e-mail. Should you wish the ICR to investigate your complaint, it is better to put it in writing so that none of the facts are overlooked. If you would like help to put your complaint in writing, you can telephone the ICR's office for assistance.

The following information will be needed to help the ICR deal with your complaint more quickly:

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- Your name, address, a daytime telephone number and, if available, an e-mail address
- The name of any person or organisation on whose behalf you are referring the complaint and the reason why you are dealing with it. You must also say whether they support the referral of the complaint
- Any relevant correspondence or documentation. It is preferable for you to send photocopies but, if this is not possible, please make it clear which documents sent are originals and which you would like returned. Photocopies will be taken at no cost to you and the originals will be returned to you promptly
- Explain the reason for your complaint as clearly and precisely as possible
- Explain what you would like the Children's Commissioner for Wales to do to resolve your complaint

We have included a Complaints Referral Form on our website to help you.

## What will happen once I have made my complaint?

We will acknowledge your complaint within one week. We will agree with you the issues that you would like us to consider and ask you to confirm this by signing a complaint summary. If we feel that it would be helpful, we will offer you and your parent, or a person who can speak

on your behalf, the opportunity to explain your concerns to us personally. This can be done through a face- to -face meeting or by video-link.

The ICR will then consider whether the complaint is a matter that she can investigate. If she cannot look into your complaint or decides not to, you will be told why.

Once the ICR is satisfied that she can proceed, she will obtain a response to your complaint from the Children's Commissioner for Wales. The ICR has the right of full access to any documents and information she considers necessary to enable her to investigate your complaint.

The ICR hopes to resolve complaints by agreement whenever possible. We will want to know what you would want the Children's Commissioner for Wales to do to put things right and, if we can achieve a satisfactory settlement, we will bring our investigation to a close at this point. If this is not possible further investigation or enquiries may be necessary. Again, it may be helpful to speak to you by video-link, or even to meet personally. Any conversation or meeting will be informal and confidential.

The ICR will deal with your complaint as quickly as possible, but the length of time it will take can vary from case to case.

When her review is complete, the ICR will send you a report. If there has been an agreement the report will outline the agreement and the action the Children's Commissioner for Wales has agreed to take. If an investigation has been needed the report will explain our findings and any recommendations. The report will also be sent to the Children's Commissioner for Wales.

If your complaint is upheld, the ICR will seek an apology for you and, where appropriate, can recommend other redress action. She is able to comment on the CCfW's handling of your case, and can also make recommendations to improve its services in the future. Finally, in some cases, the ICR may recommend payment of limited compensation.

## Will the Children's Commissioner for Wales take notice of the ICR's report?

The Children's Commissioner for Wales will implement recommendations made by the ICR in her report on a complaint. Only in exceptional circumstances will the CCfW refuse to act upon these recommendations. In this event, the CCfW will write to you and to the ICR giving a full explanation.

## Will the ICR's findings be made public?

The ICR will not make her reports on individual complaints public, but she will produce annual reports. As well as statistical information, these reports will include brief anonymised summaries of completed cases. The report will be published within and outside CCfW, including to the Welsh Assembly.

## Giving your views

The ICR welcomes all comments about her service, whether complimentary or critical. If you have any comments to make, please let us know.

If you want to complain about the way we have dealt with you, please let us know immediately, and we will respond to your concerns promptly.

Further information on how to make a complaint and the way we will respond can be obtained on request.

## What should I do if I remain dissatisfied after the ICR has investigated my complaint?

The ICR's review is the final step you can take in respect of your complaint about the Children's Commissioner for Wales. Should you remain dissatisfied with the outcome of the ICR's review, please let us know. Although the ICR's decision is usually final, we will want to see any new information that is pertinent to your complaint.

## Need more help?

This leaflet is also available on audiotape and can be provided in other languages. Should you require information about this, please let us know by telephone, fax, letter or e-mail.

Where necessary, we are able to provide a translation service to assist you in the presentation of your complaint.

## Important things to know about the ICR service

The ICR examines complaints informally. This means that we handle complaints in a different way from courts and tribunals, and we do not hold hearings which people are required to attend. We gather information in documentary form and usually settle complaints by correspondence. We only hold informal interviews where it is necessary to understand a complaint better, or to find out more about the CCfW's response to it.

The ICR cannot accept anonymous complaints or initiate her own investigations without a referral. Your name, and the name of any person or organisation you represent will be shared with the Children's Commissioner for Wales when we receive your complaint and ask for information about it.

In order to deal with your complaint effectively, we will need to handle personal details about you, which may include sensitive information. We will try to do so considerately, but we may need to exchange information about your complaint with the Children's Commissioner for Wales in order to find out important facts about it.

We are able to see all of the relevant information about your complaint, including the CCfW's files and other data. Although we have the right of access to this information for the purposes of our investigation, we have no authority to release it to you or any other third party.

Any requests for data or information must be made direct to the Children's Commissioner for Wales. If such a request is made and we are examining relevant material, we will return it immediately to allow the CCfW to deal with the request. The evidence will be returned to us as soon as possible so that our review can proceed.

The ICR will respect your privacy and will not publish information about you or your case. We will not discuss your personal case with the media or any other third party, although we may refer to the kind of issues it brings to light, in order to encourage better understanding of the causes of complaints and how they can be avoided through service improvement.

**You can get in touch with the Children's Commissioner for Wales at either of their offices: -**

Children & young people's freephone number: 0808 801 1000

Or text 80 800 start your message with COM

**Children's Commissioner for Wales**      **Children's Commissioner for Wales**

Oystermouth House  
Phoenix Way  
Llansamlet  
Swansea  
SA7 9FS

Penrhos Manor  
Oak Drive  
Colwyn Bay  
Conwy  
LL29 7YW

01792 765600

FAX: 01792 765601

01492 523333

FAX: 01492 523336

[post@childcomwales.org.uk](mailto:post@childcomwales.org.uk) [post@childcomwales.org.uk](mailto:post@childcomwales.org.uk)

**The Children's Commissioner for Wales website address is:**

<http://www.childcomwales.org.uk>

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**The Independent Complaints Reviewer**

New Premier House (Second Floor)  
150 Southampton Row  
London WC1B 5AL  
Telephone 020 7278 6251  
Fax 020 7278 9675

E-mail: [enquiries@icr.gsi.gov.uk](mailto:enquiries@icr.gsi.gov.uk)

Website address: [www.icrev.org.uk](http://www.icrev.org.uk)

# CEISIO ATEB TEG

## RÔL YR ADOLYGYDD CWYNIION ANNIBYNNOL

Fy rôl fel yr Adolygydd Cwynion Annibynnol yw gweithredu fel brocer onest wrth ymchwilio i gwynion am Gomisiynydd Plant Cymru a wneir gan blant, pobl ifanc neu unrhyw un sy'n dod i gysylltiad â'r Comisiynydd yr effeithir arnynt gan weithredoedd neu benderfyniadau'r Comisiynydd. Fy nod yw datrys cwynion mewn ffordd ddiuedd a theg, gwneud gwahaniaeth cadarnhaol i ddefnyddwyr gwasanaeth a rhanddeiliaid Comisiynydd Plant Cymru nawr ac yn y dyfodol. Os byddwch yn anfodlon o hyd ag ymateb terfynol Comisiynydd Plant Cymru i'ch cwyn, gallwch ei gyfeirio ataf am ddim.

Mae'r daflen hon yn esbonio fy rôl yn fanylach, yn ogystal ag egluro sut i gyfeirio eich cwyn. Os oes gennych ymholiad cyffredinol, gallwch ysgrifennu atom neu ffonio i gael cyngor neu wybodaeth bellach.

Wrth anfon eich cwyn atom, gallwch fy nghynorthwyo drwy roi cymaint o wybodaeth â phosibl a thrwy fod mor benodol ag y gallwch. Mae ffurflen syml ar ein gwefan y gallwch ei llwytho i lawr. Mae cyfeiriad a manylion cyswllt fy swyddfa ar ddiwedd y daflen hon.

### JODI BERG

*Adolygydd Cwynion Annibynnol*

## Yr Adolygydd Cwynion Annibynnol

Os ydych o'r farn bod safonau gwasanaeth Comisiynydd Plant Cymru wedi methu neu eich bod wedi cael eich trin yn annheg ac yr achoswyd problemau neu bryderon diangen i chi, gallwch ofyn i'r Adolygydd Cwynion Annibynnol (ACA) i ymchwilio i'ch cwyn. Bydd yr Adolygydd yn ystyried eich cwyn mewn ffordd wrthrychol a diduedd.

Gall enghreifftiau o wasanaeth gwael neu annhegwch gynnwys:

- Methu â dilyn gweithdrefnau priodol
- Anghwrteisi
- Gwahaniaethau neu anghyfiawnder
- Oedi gormodol
- Peidio ag ateb eich cwyn yn llawn neu'n brydlon
- Methu ag ymddiheuro am gamgymeriadau

Bydd swyddfa'r ACA yn sicrhau bod trefniadau'n cael eu gwneud i alluogi i bobl ifanc ag anghenion arbennig gymryd rhan lawn yn y broses adolygu.

**Mae'r ACA yn gwbl annibynnol o Gomisiynydd Plant Cymru ac mae'i gwasanaeth ar gael am ddim i achwynyddion.**

## Pwy all gwyno i'r Adolygydd Cwynion Annibynnol?

Gall unrhyw blentyn, person ifanc, oedolyn neu sefydliad sydd wedi'u heffeithio'n andwyol gan weithredoedd neu esgeulustod Comisiynydd Plant Cymru gwyno i'r Adolygydd. Mae'r Adolygydd yn deall bod achlysuron yn codi pan na fydd plentyn neu berson ifanc am gwyno ei hun. O dan amgylchiadau o'r fath, mae'r ACA yn fodlon derbyn cwyn gan rywun arall sydd â chyfrifoldeb cydnabyddedig dros y plentyn neu'r person ifanc. Gall hyn gynnwys: -

- Ffrind
- Rhiant neu warcheidwad
- Aelod o'r teulu
- Oedolyn megis gweithiwr cymdeithasol
- Cyfreithiwr neu weithiwr proffesiynol arall: neu
- Unrhyw sefydliad arall sy'n diogelu hawliau plant neu sy'n rhoi cyngor cyfreithiol iddynt.

Mae gan Gomisiynydd Plant Cymru ei bolisi cwynion ei hun. Yn gyntaf, dylech roi cyfle i'r Comisiynydd Plant ddatrys eich cwyn. Os teimlwch ei fod yn cymryd amser afresymol o hir i ymdrin â'ch cwyn, neu nad yw'r ymateb a gawsoch yn foddhaol, gallwch ofyn i'r ACA ystyried y gŵyn ar eich rhan.

Fel arfer bydd yr ACA yn ymchwilio i gwynion a wnaed drwy bolisi cwynion mewnol Comisiynydd Plant Cymru ac sydd wedi cael ymateb terfynol gan y Comisiynydd. Mae esboniad o broses gwyno'r Comisiynydd ar ei wefan: <http://www.childcomwales.org.uk/>

**Sylwer, fel rheol, ni fydd yr ACA yn ystyried unrhyw gŵyn mwy na chwe mis ar ôl i'r Comisiynydd gwblhau ei ymchwiliadau ei hun a chynnig ymateb terfynol.**

## A oes cwynion na all yr ACA ymchwilio iddynt?

Ni fydd yr ACA yn agor cwynion ei hun ac mae nifer o gwynion na all ymchwilio iddynt, sydd wedi'u crynhoi isod: -

- cwynion sy'n ymwneud â chynnwys penderfyniadau a wnaed ar sail darpariaethau statudol y mae'r Comisiynydd yn gweithio o danynt (er, er mwyn osgoi amheuaeth, mae gan yr ACA yr awdurdod i ymchwilio i gwynion yn y ffordd y gwneir y penderfyniadau hynny)
- cwynion gan gyflogeion y Comisiynydd sy'n ymwneud â'u cyflogaeth neu gwynion gan ymgeiswyr swyddi ynglŷn â gweithdrefnau recriwtio'r Comisiynydd
- cwynion sy'n destun achosion cyfreithiol

Os nad ydych yn siŵr os yw eich cwyn yn perthyn i un o'r categorïau hyn, rydym yn fodlon rhoi cyngor i chi.

## Sut y gallaf wneud cwyn i'r ACA?

Gellir cysylltu yn yr achos cyntaf drwy lythyr, dros y ffôn, ffacs neu e-bost. Os ydych eisiau i'r ACA ymchwilio i'ch cwyn, mae'n well gwneud hynny'n ysgrifenedig fel na ellir esgeuluso unrhyw ffeithiau. Os hoffech help i wneud eich cwyn yn ysgrifenedig, gallwch ffonio swyddfa'r ACA i ofyn am gymorth.

Bydd angen y wybodaeth ganlynol er mwyn helpu'r ACA i ddelio â'ch cwyn yn fwy cyflym: -

- Eich enw, cyfeiriad a rhif ffôn dydd a chyfeiriad e-bost, os oes gennych un
- Enw'r person neu'r sefydliad rydych yn gwneud y cwyn ar ei ran a'r rheswm pam rydych yn delio â'r gŵyn. Rhaid i chi ddweud a ydych yn cefnogi cyfeirio'r gŵyn neu beidio
- Unrhyw ohebiaeth neu ddogfennaeth berthnasol. Mae'n well i chi anfon llungopïau, ond os nad yw hynny'n bosibl, nodwch yn glir pa ddogfennau sy'n rhai gwreiddiol ac yr hoffech i ni eu dychwelyd i chi. Gwneir llungopïau am ddim ar eich rhan a chaiff y dogfennau gwreiddiol eu dychwelyd i chi'n brydlon
- Egluro'r rheswm dros eich cwyn mor glir a chywir â phosibl
- Esbonio beth yr hoffech i Gomisiynydd Plant Cymru ei wneud i ddatrys eich cwyn

Rydym wedi cynnwys Ffurflen Cyfeirio Cwynion ar ein gwefan i'ch helpu.

## Beth fydd yn digwydd unwaith i mi wneud fy nghwyn?

Byddwn yn cydnabod eich cwyn o fewn un wythnos. Byddwn yn cytuno ar y materion yr hoffech chi i ni eu hystyried gyda chi a byddwn yn gofyn i chi gadarnhau hyn drwy lofnodi crynodeb o'r gŵyn. Os ydym o'r farn y byddai o gymorth, byddwn yn cynnig y cyfle i chi, eich rhiant neu'r person sy'n eich cynrychioli chi egluro eich pryderon i ni'n bersonol. Gallwch wneud hyn mewn cyfarfod wyneb yn wyneb neu drwy linc fideo.

Yna bydd yr ACA yn ystyried a yw'r gŵyn yn fater y gall ymchwilio iddi neu beidio. Os na all yr ACA ymchwilio i'ch cwyn neu os yw'n penderfynu peidio â gwneud hynny, byddwn yn esbonio'r rheswm dros y penderfyniad i chi.

Unwaith y bydd yr ACA yn fodlon y gall fynd yn ei blaen, bydd yn cael ymateb i'ch cwyn gan Gomisiynydd Plant Cymru. Mae gan yr ACA yr hawl i edrych ar unrhyw ddogfennau a gwybodaeth a fydd, yn ei barn hi, yn ei galluogi i ymchwilio i'ch cwyn.

Mae'r ACA yn gobeithio datrys cwynion drwy gytundeb, lle bynnag y bydd hynny'n bosibl. Byddwn am wybod beth rydych am i Gomisiynydd Plant Cymru ei wneud i unioni pethau, ac os gallwn ddatrys y gŵyn yn foddhaol byddwn yn cloi ein hymchwiliad. Os na fydd hynny'n bosibl, efallai y bydd angen gwneud ymchwiliadau neu ymholiadau pellach. Unwaith eto, efallai bydd yn ddefnyddiol i ni siarad â chi drwy linc fideo, neu hyd yn oed gwrdd â chi. Bydd unrhyw sgwrs neu gyfarfod yn anffurfiol ac yn gyfrinachol.

Bydd yr ACA yn delio â'ch cwyn mor gyflym â phosibl, ond bydd yr amser bydd yn cymryd i ddelio â chwyn yn amrywio o achos i achos.

Pan fydd ei hadolygiad wedi'i gwblhau bydd yr ACA yn anfon adroddiad atoch. Os cytunwyd ar bethau, bydd yr adroddiad yn esbonio'r cytundeb a'r camau y mae Comisiynydd Plant Cymru wedi cytuno i'w cymryd. Os oedd angen ymchwiliad, bydd yr adroddiad yn esbonio eich

canfyddiadau ac unrhyw argymhellion. Bydd yr adroddiad yn cael ei anfon at Gomisiynydd Plant Cymru hefyd.

Os ategir eich cwyn, bydd yr ACA yn gofyn am ymddiheuriad ar eich rhan a, lle y bydd yn briodol, gall argymhell camau gwneud yn iawn eraill. Mae'n gallu gwneud sylwadau am sut y deliodd y Comisiynydd â'ch achos a gall wneud argymhellion i wella gwasanaeth y Comisiynydd yn y dyfodol. Yn olaf, mewn rhai achosion, gall yr ACA argymhell talu iawndal cyfyngedig.

## A fydd Comisiynydd Plant Cymru yn talu sylw i adroddiad yr ACA?

Bydd Comisiynydd Plant Cymru yn gweithredu'r argymhellion a wneir gan yr ACA yn ei hadroddiad am y gŵyn. Dim ond o dan amgylchiadau eithriadol bydd Comisiynydd Plant Cymru yn gwrthod gweithredu ar yr argymhellion hyn. Yn yr achos hwn bydd Comisiynydd Plant Cymru yn ysgrifennu atoch chi a'r ACA i roi esboniad llawn.

## A gyhoeddir canfyddiadau'r ACA?

Ni fydd yr Adolygydd yn cyhoeddi ei hadroddiadau am gwynion unigol, ond bydd yn cynhyrchu adroddiadau blynyddol. Yn ogystal â gwybodaeth ystadegol, bydd yr adroddiadau hyn yn cynnwys crynodebau dienw byr o achosion sydd wedi'u cwblhau. Caiff yr adroddiad ei gyhoeddi o fewn Comisiynydd Plant Cymru a'r tu allan iddo, gan gynnwys Cynulliad Cymru.

## Rhoi eich barn

Mae'r ACA yn croesawu unrhyw sylwadau am ei gwasanaeth, boed yn ganmoliaeth neu'n feirniadol. Os oes gennych unrhyw sylwadau i'w gwneud, rhowch wybod i ni.

Os byddwch am gwyno am y ffordd rydym wedi delio â chi, rhowch wybod i ni ar unwaith a byddwn yn ymateb i'ch pryderon ar unwaith.

Gellir gwneud cais am ragor o wybodaeth am sut i wneud cwyn a'r ffordd y byddwn yn ymateb.

## Beth y dylwn ei wneud os nad wyf yn fodlon ar ôl i'r ACA ymchwilio i fy nghwyn?

Adolygiad yr ACA yw'r cam olaf y gallwch ei gymryd mewn perthynas â'ch cwyn am Gomisiynydd Plant Cymru. Os na fyddwch yn fodlon â chanlyniad yr ACA o hyd, rhowch wybod i ni. Er bod penderfyniad yr ACA yn derfynol fel arfer, byddwn am weld unrhyw wybodaeth newydd sy'n berthnasol i'ch cwyn.

## Angen mwy o gymorth?

Mae'r daflen hon ar gael ar ffurf tâp sain hefyd a gellir cael copïau mewn ieithoedd eraill. Os oes angen rhagor o wybodaeth arnoch am hyn, rhowch wybod i ni dros y ffôn, ffacs, drwy lythyr neu neges e-bost.

Lle bo angen, gallwch ddarparu gwasanaeth cyfieithu i'ch cynorthwyo wrth gyflwyno eich cais.

## Pethau pwysig i'w gwybod am wasanaeth yr ACA

Mae'r ACA yn archwilio cwynion yn anffurfiol. Mae hyn yn golygu ein bod yn trin cwynion mewn ffordd wahanol i lysoedd a thribiwnlysoedd, ac nid ydym yn cynnal gwrandawiadau lle y disgwylir i bobl fynychu. Rydym yn casglu gwybodaeth ar ffurf dogfennau ac fel rheol rydym yn datrys cwynion drwy lythyr. Dim ond lle bo'u hangen i ddeall cwyn yn well y byddwn yn cynnal cyfweiliadau anffurfiol, neu i ddysgu mwy am ymateb y Comisiynydd i gŵyn.

Ni all yr ACA dderbyn cwynion dienw na chynnal ymchwiliadau heb gyfeiriad. Caiff eich enw ac enw unrhyw berson neu sefydliad rydych yn eu cynrychioli ei rannu â Chomisiynydd Plant Cymru pan gawn eich cwyn a phan fyddwn yn gofyn am wybodaeth amdani.

Er mwyn delio â'ch cwyn yn effeithiol, mae angen i ni drin manylion personol amdanoch a allai gynnwys gwybodaeth sensitif. Byddwn yn ceisio gwneud hynny mewn ffordd ystyriol, ond efallai y bydd angen i ni gyfnewid gwybodaeth am eich cwyn gyda Chomisiynydd Plant Cymru er mwyn cael ffeithiau pwysig amdani.

Rydym yn gallu gweld yr holl wybodaeth berthnasol am eich cwyn, yn cynnwys ffeiliau'r Comisiynydd a data arall. Er bod gennym hawl i gael gafael ar y wybodaeth hon at ddibenion ein hymchwiliad, nid oes awdurdod gennym ei rhyddhau i chi nac unrhyw drydydd parti.

Rhaid gwneud unrhyw geisiadau am ddata neu wybodaeth i Gomisiynydd Plant Cymru'n uniongyrchol. Os gwneir cais o'r fath ac mae'r deunydd perthnasol gennym, byddwn yn ei ddychwelyd ar unwaith er mwyn galluogi'r Comisiynydd i ddelio â'r cais. Caiff y dystiolaeth ei dychwelyd i ni cyn gynted â phosibl fel y gallwn barhau â'n hadolygiad.

Bydd yr ACA yn parchu eich preifatrwydd ac ni fydd yn cyhoeddi gwybodaeth amdanoch chi na'ch achos. Ni fyddwn yn trafod eich achos personol gyda'r cyfryngau nac unrhyw drydydd parti arall, er efallai y byddwn yn cyfeirio at y math o faterion y mae'n eu hamlygu er mwyn annog gwell dealltwriaeth o'r rhesymau dros gwynion a sut y gellir eu hosgoi drwy wella gwasanaeth.

**Gallwch gysylltu â Chomisiynydd Plant Cymru a'i dîm yn unrhyw un o'n swyddfeydd: -**

Rhif rhadffôn plant a phobl ifanc: 0808 801 1000

Neu danfonwch neges destun at 80 800 gan ddechrau eich neges gyda COM

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