

Form	QP05a
Edition No.	004
Issue Date	13/02/2023
Issued By	C. Ford

Y mae'r dogfen hon ar gael i unrhyw parti â diddordeb ar gais

Canolfan Milfeddygaeth Cymru (CMC) yw enw masnachu Aberystwyth Animal Health Laboratory Ltd.

Rhagymadrodd

- Mae'r CMC yn ymrwymedig i ddarparu gwasanaethau o ansawdd uchel i gwsmeriaid, gan gymryd cwynion o ddifri.
- Mae'r CMC yn defnyddio adborth i wella'r gwasanaethau. Naill ai adborth positif mewn ffurf canmoliaeth, negyddol mewn ffurf cwyn neu mynegiaint o anafdlonrwydd.
- Mae cwynion yn helpu'r CMC i nodi unrhyw gwendidau yn y gwasanaethau wedi'i ddarparu ac yn amlygu sut mae'r CMC yn gallu wella ein gweithrediadau a gweithdrefnau yn barhaus.

Beth yw cwyn?

- Diffiniad cwyn yw mynegiaint o anafdlonrwydd ar lafar neu ysgrifenedig; pryderon ynglŷn â'r gwasanaethau mae'r CMC yn ddarparu; gweithredoedd neu diffyg gweithredoedd gan y CMC neu staff y CMC.
- Yr ydym yn cymryd unrhyw cwynion o ddifrif ac yn bwriadu i eu ddatrys yn brydlon, gyda tegwch ac i'r boddhad pob parti.
- Gall cwyn cael ei godi ynglŷn â unrhyw agwedd o'r wasanaethau mae'r CMC yn ddarparu.

Sut i wneud cwyn

Gallech cysylltu a'r CMC gan ffônio, anfon e-bost neu llythyr, neu gallech wneud cwyn mewn person gan defnyddio'r manylion cyswllt isod:

Canolfan Milfeddygaeth Cymru
Y Buarth
Aberystwyth
SY23 1ND
01970 612 374
enquiries@wvsc.wales

I alluogi ymchwiliad trwyadl a ddatrysiaid amserol, gwnewch siwr i gynnwys y manylion oll:

- y dyddiad a gwasanaeth mewn cwestiwn (e.e. post-mortem, parasitoleg)
- cyfeirnod achos y CMC
- unrhyw wybodaeth ynglŷn â'r aeoldau o staff y CMC sydd yn cymryd rhan yn eich achos
- unrhyw cyswllt blaenorol gyda'r CMC
- beth yr ydych yn teimlo aeth o'i le
- sut y hoffech weld y mater wedi'i ddatrys

Hefyd gadewch eich manylion cyswllt os gwelwch yn dda a rhowch gwybod i ni pa dull cyswllt a ffefrir.

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Trefn Gwyno

- Fe fydd derbyneb o eich cwyn yn gael ei chydnabod trwy alwad ffôn, e-bost neu llythyr.
- Os nad ydych eich cwyn yn gallu cael ei ddatrŷs yn syth, byddwn yn bwriadu cyrraedd datrŷsiad boddhaol o fewn 15 diwrnod.
- Os nad ydych eich cwyn yn gallu cael ei ddatrŷs o fewn 15 diwrnod, byddwn yn cysylltu â chi er mwyn eich cynghori ynglŷn â ein gweithredoedd ac i gytûno graddfa amser newydd am ddatrŷsiad.

Gweithredu Pellach

Os ydych yn anfonlon gyda'r datrŷsiad o eich cwyn gan y CMC, allech cyfeiro eich cwyn.

Am gwynion yn erbyn aelod o Staff Milfeddygol, cysylltwch â:

Royal College of Veterinary Surgeons
The Cursitor Building
38 Chancery Lane
London
WC2A 1EN
advice@rcvs.org.uk
020 7202 0789

Am phob cwyn arall, cysylltwch â ein Bwrdd Cyfarwyddwyr:

The Directors of Aberystwyth Animal Health Laboratory Ltd.
Gorseland
North Road
Aberystwyth
SY23 2WB

QUALITY PROCEDURE

Complaints Handling Procedure

at the Wales Veterinary Science Centre

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This document is to be made available to any interested party on request

Wales Veterinary Science Centre (WVSC) is the trading name of Aberystwyth Animal Health Laboratory Ltd.

Introduction

- WVSC is committed to providing high quality services to its customers. This includes taking complaints seriously.
- WVSC uses feedback, which may be positive in the form of plaudits or negative in the form of complaints or expressions of dissatisfaction, to help improve services.
- Complaints help WVSC identify weaknesses in the services provided and highlight how we can improve operations and procedures.

What is a complaint?

- A complaint is defined as an oral or written expression of dissatisfaction or concern about services provided by WVSC, or about actions or lack of actions by WVSC or WVSC staff.
- We take all complaints seriously and aim to resolve them promptly and with fairness, to the satisfaction of all parties.
- A complaint may be raised about any aspect of services provided by WVSC.

How to make a complaint

You can contact WVSC by telephone, email or letter or you can complain in person using the following contact details:

Wales Veterinary Science Centre
Y Buarth
Aberystwyth
SY23 1ND
01970 612 374
enquiries@wvsc.wales

Please include as much detail as possible in your complaint to enable a thorough investigation and a timely resolution. Set out the facts as fully as possible to include:

- the date and test service in question (e.g. post mortem examination, parasitology)
- WVSC case reference
- any information you have regarding WVSC staff members involved in your case
- any prior contact you had with WVSC
- what you felt went wrong
- how you would like to see the issue resolved

Please also provide your contact details and let us know how you would prefer us to contact you.

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Complaints Procedure

- Receipt of your complaint will be acknowledged by telephone, or in writing by email or letter.
- If your complaint cannot be resolved immediately, we would aim to reach a satisfactory resolution within 15 days.
- If your complaint cannot be resolved within 15 days, we will contact you to advise you of the action we are taking and agree a new timescale for a resolution.

Further Action

If you are dissatisfied with the resolution of your complaint by WVSC you may wish to refer your complaint.

For complaints against a member of Veterinary Staff please contact:

Royal College of Veterinary Surgeons
The Cursitor Building
38 Chancery Lane
London
WC2A 1EN
advice@rcvs.org.uk
020 7202 0789

For all other complaints please contact our board of directors:

The Directors of Aberystwyth Animal Health Laboratory Ltd.
Gorseland
North Road
Aberystwyth
SY23 2WB