

Dear Customer

Here at Cardiff Council we are always looking to gain feedback on how we are doing when it comes to serving you – our customers. Without constructive feedback it's harder to know where we are going wrong, which is why we are reaching out to you now.

National Customer Service Week takes place between October 7th - 11th, and as part of it we are working in partnership with the Institute of Customer Service to gain your views and feedback about your recent interaction with Cardiff Council.

You will receive an email shortly with a set of questions. Your answers to those questions will give us a really good idea on what we are doing well and what we can do better.

Your opinion really matters to us, so I do hope you will join all our other customers taking part in the survey. We want to do our best to be the best and with your help we can make real strides towards delivering a better customer experience for everyone. I look forward to your responses and I want to thank you in advance for taking the time to engage with us.

Sincerely

Rachel Bishop
Head of Customer Services

Annwyl Cwsmer

Yma yng Nghyngor Caerdydd rydym bob amser eisiau adborth ar sut rydyn ni'n ei wneud pan ddaw hi at eich gwasanaethu chi - ein cwsmeriaid. Heb adborth adeiladol mae'n anos gwybod beth rydyn ni'n ei wneud yn anghywir, a dyma pam ein bod ni'n eich holi chi.

Mae Wythnos Genedlaethol Gwasanaeth Cwsmeriaid rhwng 7 ac 11 Hydref, a byddwn yn gweithio mewn partneriaeth â'r Sefydliad Gwasanaeth Cwsmeriaid i gael eich barn a'ch adborth ar eich cysylltiad diweddar â Chyngor Caerdydd.

Cewch e-bost maes o law gyda set o gwestiynau. Bydd eich atebion i'r cwestiynau hynny'n rhoi syniad da iawn i ni beth rydyn ni'n ei wneud yn iawn a beth y gallem ni fod yn ei wneud yn well.

Mae eich barn yn bwysig i ni, felly gobeithio y byddwch chi'n ymuno â'n cwsmeriaid eraill wrth gymryd rhan yn yr arolwg. Rydym am wneud ein gorau glas a gyda'ch help chi gallwn symud ymlaen at roi profiad gwell i bob un o'n cwsmeriaid. Edrychaf ymlaen at eich ymatebion a hoffwn ddiolch i chi ymlaen llaw am roi o'ch amser i wneud hyn.

Yn gywir

Rachel Bishop
Pennaeth Gwasanaethau Cwsmeriaid



GWEITHIO DROS GAERDYDD,
GWEITHIO GYDA'N GILYDD
WORKING FOR CARDIFF,
WORKING TOGETHER

