

01267 234567

Eich helpu i ddefnyddio Gwasanaethau'r Cyngor
To help you access Council services

Gallwch gysylltu a Galw Sir Gâr ar y FFÔN rhwng 8.30am a 6pm. Dydd Llun i ddydd Gwener. Gall galwadau gael eu recordio fel rhan o'n hymrwymiad i hyfforddi, archwilio, ac sicrhau ansawdd.

You can contact Carmarthenshire Direct on the TELEPHONE between 8.30am and 6pm Monday to Friday. Calls may be recorded as part of our commitment to training, audit and quality assurance.

FFACS / FAX
01267 220147
01267 220147

NEGES TESTUN / TEXT
0789 2345678
0789 2345678

GWEFAN / WEBSITE
www.sirgar.gov.uk
www.carmarthenshire.gov.uk

E-BOST / E-MAIL
galw@sirgar.gov.uk
direct@carmarthenshire.gov.uk

CANOLFANNAU GWASANAETH CWSMERIAID
CUSTOMER SERVICE CENTRES

- Tŷ Elwyn, Llanelli / Ty Elwyn, Llanelli
- Neuadd y Dref, Rhydaman / Town Hall, Ammanford
- 3 Heol Spilman, Caerfyrddin / 3 Spilman Street, Carmarthen

AMSER AGOR / OPENING TIMES:

Dydd Llun - Ddydd Iau / Monday - Thursday - 8.45am – 5pm
Dydd Gwener / Friday - 8.45am – 4.30pm



TIM RHEOLI GALW SIR GAR

ENW	SWYDD	YN GYFRIFOL AM
Penelope Graepel	Rheolwr Gwasanaith Cwsmeriaid	Rheoli Galw Sir Gâr a'r Llinell Gofal, a datblygu gwasanaethau cwsmeriaid yn barhaus ym mhob rhan o'r sefydliad.
Eifion Davies	Rheolwr y Ganolfan Gyswllt	Rheoli Tîm Galwadau Galw Sir Gâr o ddydd i ddydd a datblygu'r gwasanaethau a ddarperir yn y dyfodol.
Ruth Lake	Cydgysylltydd Ymgynghori	Rhoi cyngor ac arweiniad a chydgysylltu fel bod y Cyngor yn ymgysylltu â'i gwsmeriaid, ei staff a'i randdalwyr ac yn ymateb iddynt a hynny drwy ymgynghori a'r weithdrefn cwynion / canmoliaeth.
Sian Rees-Harper	Cydgysylltydd Canolfan Gwasanaeth Cwsmeriaid	Rheoli a chydgysylltu gwaith Canolfan Gwasanaethau Cwsmeriaid Llanelli o ddydd i ddydd, a monitro perfformiad y gwasanaethau cwsmeriaid.
Janet Rogers	Goruchwylydd Canolfan Gwasanaeth Cwsmeriaid	Goruchwylio a chydgysylltu gwaith Canolfannau Gwasanaethau Cwsmeriaid Caerfyrddin a Rhydaman o ddydd i ddydd.

MANYLION CYSWLLT

Ffon: 01267 234567

E-bost: Galw@sirgar.gov.uk

Os bydd gennych unrhyw gwestiynau neu adborth ynghylch ein gwasanaeth, gofynnir ichi gysylltu â ni. Hoffem gael eich adborth neu'ch sylwadau.

CARMARTHENSHIRE DIRECT MANAGEMENT TEAM

NAME	JOB TITLE	RESPONSIBLE FOR
Penelope Graepel	Customer Services Manager	Managing Carmarthenshire Direct, Careline, and the continual development of customer service across the organisation.
Eifion Davies	Contact Centre Manager	Responsible for day-to-day management of the Carmarthenshire Direct Call Team and future development of services provided.
Ruth Lake	Consultation Co-ordinator	Providing advice, guidance and co-ordination so that the Council actively engages with and responds to its customers, staff and stakeholders, via consultation and the complaints / compliments procedure.
Sian Rees-Harper	Customer Service Centre Co-ordinator	Managing and co-ordinating the day-to-day operations of the Llanelli Customer Service Centre, and monitoring customer services performance.
Janet Rogers	Customer Service Centre Supervisor	Supervising and co-ordinating the day-to-day operations of the Carmarthen and Ammanford Customer Service Centres.

CONTACT DETAILS

Telephone: 01267 234567

E-mail: Direct@carmarthenshire.gov.uk

If you have any queries or feedback regarding our service, please contact us.
We welcome your feedback or comments.