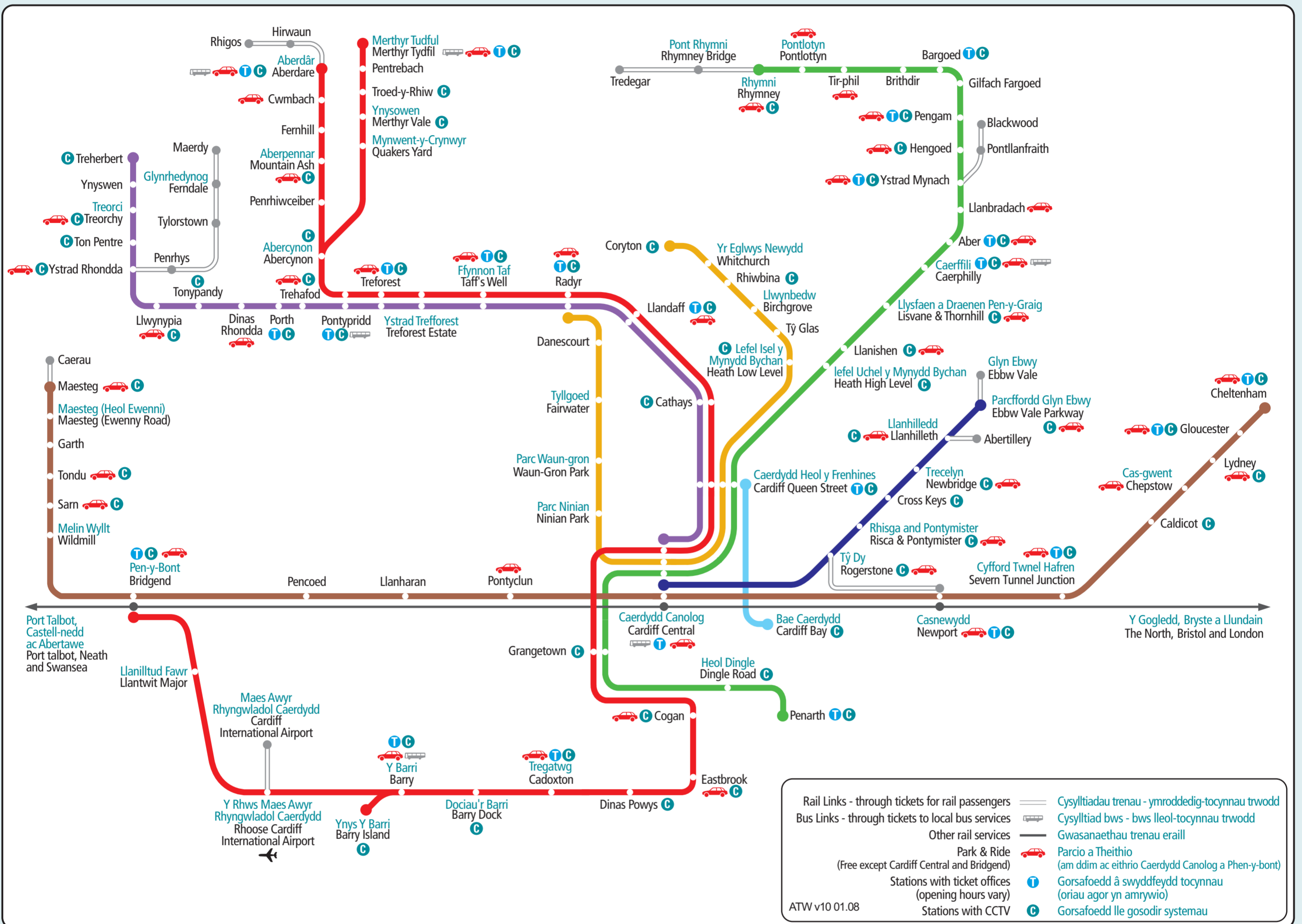


## Network Map - Valleys & Cardiff Local Routes

### Map o'r Rhwydwaith - Y Cymoedd a gwasanaethau lleol Caerdydd



#### CODI'R SAFON SIARTR Y TEITHWYR

Mae Trenau Arriva Cymru yn ymrwymedig i ddarparu'r gwasanaeth gorau posib i'n cwsmeriaid. Os oes gennych unrhyw sylwadau am unrhyw agwedd o'ch taith neu am y gwasanaeth yr ydych yn ei dderbyn yn gyffredinol, gellid cysylltu â'r Gwasanaethau Cwsmeriaid Trenau Arriva Cymru, Tŷ'r Santes Fair, 47 Ffordd Penarth, Caerdydd, CF10 5DJ, e-bost [customer.relations@arrivatrainswales.co.uk](mailto:customer.relations@arrivatrainswales.co.uk), ffôn 0845 6061 660. Mae copïau o Siart'r Teithwyr ar gael ymhob un o'n gorsafoddd sydd â staff neu oddi wrth Passenger Focus. Os nad ydych yn fodlon â'r ymateb, gallwch ysgrifennu at Ysgrifenydd Passenger Focus yn y cyfeiriad a ddangosir isod.

#### PASSENGER FOCUS

Corff annibynnol i ddefnyddwyr yw'r Passenger Focus, a sefydlwyd gan y Senedd, er mwyn diogelu diddordebau defnyddwyr y Rheilffordd. Mae'n cadw golwg ar berfformiad y Cwmnïau Rheilffordd, ac yn awgrymu newidiadau a gwelliannau iddynt. Mae ei thasgiau'r yn cynnwys delio â chwynion heb eu datrys, ac ystyried gwrthwynebiadau i gaead bwriadedig gorsafoddd neu linellau. Cyfeiriad yr Passenger Focus yw: Yr Ysgrifennydd, Passenger Focus, Freepost WA1521, Warrington, WA4 6GP.

#### RAISING THE STANDARD PASSENGERS' CHARTER

Arriva Trains Wales is committed to providing all its customers with the best possible service. If you have any comments on any aspect of your journey or the service provided, please contact Customer Relations, Arriva Trains Wales, St. Mary's House, 47 Penarth Road, Cardiff, CF10 5DJ, email [customer.relations@arrivatrainswales.co.uk](mailto:customer.relations@arrivatrainswales.co.uk) or phone 0845 6061 660. Copies of the Passenger's Charter are available at all staffed stations or from Passenger Focus. If you are not satisfied with the response, you may write to the Secretary of Passenger Focus at the address shown below.

#### PASSENGER FOCUS

Passenger Focus is an independent consumer body set up by Parliament to protect rail users' interests. It monitors rail companies' performance and is able to make recommendations for changes. Its tasks include taking up unresolved complaints and considering objections to proposed line or station closures. The address of Passenger Focus is: Passenger Focus, Freepost WA1521, Warrington, WA4 6GP.

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