



Polisi Cwynion

Cyflwyniad

Credwn fod Ysgol Gymraeg Blaendulais yn cynnig addysg dda i'r plant a bod y Pennaeth a'r staff yn gweithio'n gydwybodol i geisio creu perthynas agos a'r rhieni. Serch hynny, mae gan yr ysgol bolisi rhag ofn y derbynir cwynion oddi wrth y rhieni.

Os ydy rhiant yn anhapus gydag addysg ei blentyn, neu os oes pryder gan riant am ryw agwedd o fywyd yr ysgol, yna anogir y rhiant hwnnw i drafod y materion gyda'r athro dosbarth yn syth

Dilynir canllawiau'r AALL wrth ddelio a chwynion. Os nad yw'r ysgol yn medru delio a'r gwyn yna fe ofynnir i'r AALL i'n cynorthwyo.

Amcanion

Mae'r ysgol yn ymdrechu i ddelio a chwynion yn deg ac yn onest. Rhoddir ystyriaeth deilwng i bob cwyn a delir a hwy yn syth. Ceisir datrys unrhyw gwynion trwy ddeialog ac ym mhob achos, y plentyn sydd yn ganolbwynt i'r holl drafodaethau. Rhoddir y cyfle i drafod pob cwyn.

Gwneud Cwyn

Os oes pryder gan riant am addysg ei blentyn yna dylid trafod y mater gyda'r athro dosbarth yn syth. Caiff y mwyafrif helaeth o bryderon eu datrys yn y ffordd yma. Mae'r athrawon yn ymdrechu i sicrhau fod pob plentyn yn hapus yn yr ysgol a'u bod yn datblygu. Mae'r athrawon eisiau gwybod os oes 'na phroblem fell y gallant ddelio a'r mater yn syth.

Os nad yw rhiant yn teimlo fod pryderon/cwynion yn cael eu delio gan yr athro dosbarth neu os ydynt yn teimlo for y broblem yn fwy difrifol, yna dylent wneud trefniadau i gwrdd â'r Pennaeth. Yna, mi fydd y Pennaeth yn ystyried y gwyn ac yn ymchwilio'r mater. Fel arfer, caiff pob cwyn ei ddatrys yn y dull yma.

Os oes gan riant gwyn am y Pennaeth yna dylai godi'r mater yn anffurfiol ag aelod o'r bwrdd llywodraethol. Mi fydd y llywodraethwr o dan

sylw wedyn yn trafod y mater gyda'r Pennaeth i geisio datrys y sefyllfa. Os nad yw'r rhiant yn fodlon a hyn yna dylid gwneud cwyn ffurfiol.

Y cam nesa yw i wneud cwyn ffurfiol. Dylai hyn fod yn ysgrifenedig - gan nodi natur y gwyn a'r modd y deliwyd a'r gwyn gan yr ysgol. Dylid anfon y gwyn ysgrifenedig at gadeirydd y llywodraethwyr.

Mi fydd y bwrdd llywodraethol wedyn yn cyfarfod i drafod y gwyn ysgrifenedig. Gwahoddir y person sy'n gwneud y gwyn i'r cyfarfod hefyd fel y gellir trafod y mater.

Yn dilyn y trafodaethau hyn, mi fydd y llywodraethwyr yn dod i benderfyniad ac yn hysbysu'r rhiant drwy lythyr.

Os nad yw'r mater wedi ei ddatrys yn dilyn hyn yna fe all y rhiant gysylltu â'r AALL.

Monitro ac adolygu

Mae'r llywodraethwyr yn monitro'r broses o wneud cwynion. Cedwir cofnod o gwynion gan y Pennaeth.

Complaints Policy

Introduction

We believe that our school provides a good education for all our children, and that the headteacher and other staff work very hard to build positive relationships with all parents. However, the school is obliged to have procedures in place in case there are complaints by parents. The following policy sets out the procedure that the school follows in such cases.

If any parent is unhappy with the education that their child is receiving, or has any concern relating to the school, we encourage that person to talk to the child's class teacher immediately.

We deal with all complaints in accordance with procedures set out by the LEA. If the school cannot resolve any complaint itself, those concerned can ask the LEA to intervene.

Aims and objectives

Our school aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the child above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

The complaints process

If a parent is concerned about anything to do with the education that we are providing at our school, they should, in the first instance, discuss the matter with their child's class teacher. Most matters of concern can be dealt with in this way. All teachers work very hard to ensure that each child is happy at school, and is making good progress; they always want to know if there is a problem, so that they can take action before the problem seriously affects the child's progress.

Where a parent feels that a situation has not been resolved through contact with the class teacher, or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the headteacher. The headteacher considers any such complaint very seriously and investigates each case thoroughly. Most complaints are normally resolved at this stage.

Should a parent have a complaint about the headteacher, s/he should first make an informal approach to one of the members of the governing body, who is obliged to investigate it. The governor in question will do all s/he can to resolve the issue through a dialogue with the school, but if a parent is unhappy with the outcome, s/he can make a formal complaint, as outlined below.

Only if an informal complaint fails to resolve the matter should a formal complaint be made to the governing body. This complaint must be made in writing, stating the nature of the complaint and how the school has handled it so far. The parent should send this written complaint to the Chair of Governors.

The governing body will then consider all written complaints. It arranges a meeting to discuss the complaint, and invites the person making it to attend the meeting, so that s/he can explain her complaint in more detail. The school gives the complainant at least three days' notice of the meeting.

After hearing all the evidence, the governors consider their decision and inform the parent about it in writing.

If the complaint is not resolved, a parent may make representation to the LEA. Further information about this process is available from the school or from the LEA. A further meeting is chaired by an independent person, who considers all the evidence and makes a further judgement in an attempt to resolve the complaint.

If any parent is still not content that the complaint has been dealt with properly, then s/he is entitled to appeal to the Secretary of State for Education.

Monitoring and review

The governors monitor the complaints procedure, in order to ensure that all complaints are handled properly. The headteacher logs all complaints received by the school and records how they were resolved. Governors examine this log on an annual basis.

Dyddiad: 30.11.21

Llofnod y Pennaeth *K Penhale*

Llofnod Cadeirydd y Llywodraethwyr *G. Smith*