

POLISI 'DELIO GYDA CHWYNION' - CRYNODEB

'COMPLAINTS PROCEDURE' POLICY - SUMMARY



Dilynir y weithdrefn hon os cyflwynir unrhyw bryder neu gwyn, cyn belled nad yw'r pryder neu'r gwyn yn berthnasol i weithdrefnau statudol eraill. Crynodeb yn unig yw hwn, os oes unrhywbeth yn aneglur neu angen mwy o wybodaeth arnoch chi, gallwch wneud cais am y polisi cyflawn drwy wneud cais i'r Swyddfa Ysgol.

This procedure is followed if a concern or complaint is expressed unless the concern or complaint relates to other statutory procedures. This is intended as a summary, if any aspect of the procedure is unclear or if you need more information, please request a copy of the full policy through the School Office.

CAM/STEP 1

ATHRO/AWES DDOSBARTH / CLASS TEACHER

Mynegwch eich pryder wrth yr athro/awes ddosbarth mor fuan a phosibl.

Express your concerns to the class teacher as soon as possible.

HEB EI DDATRYYS?

NO SOLUTION?

CAM/STEP 2

PENNAETH / HEADTEACHER

Cysylltwch gyda'r Pennaeth mor fuan â phosibl. Bydd y Pennaeth neu unigolyn arall ddynodir gan yr ysgol yn ymchwilio i'r gwyn ac yn cysylltu yn ol gyda chi o fewn 10 diwrnod ysgol.

Contact the Headteacher as soon as possible. The Headteacher or another individual appointed by the school will investigate the complaint and contact you within 10 school days.

HEB EI DDATRYYS?

NO SOLUTION?

CAM/STEP 3

CADEIRYDD CORFF LLYWODRAETHOL / CHAIR OF THE GOVERNING BODY

Cysylltwch gyda Cadeirydd y Corff Llywodraethol mor fuan a phosibl.

Contact the Chair of the Governing Body as soon as possible.