

# Ysgol Gynradd Aberaeron

## ***Camau delio gyda chwynion yn Ysgol Gynradd Aberaeron***

Yn unol Deddf Addysg 1988, dilynir y drefn ganlynol ar gyfer ymdrin â chwynion ffurfiol. Dylid yn gyntaf drafod gyda'r athro dosbarth a'r Prifathro. Os na cheir ateb boddhaol rhoddir cyfle i'r rhieni fynd â'r gwyn i'r Corff Llywodraethol. Os deil y rhieni yn anfodlon gellir dwyn y mater i sylw'r Awdurdod Addysg Leol. Ceisiwn wneud pob ymdrech i ddatrys cwynion o fewn yr ysgol.

Mae'r diagram isod yn egluro'r pedwar cam i ddilyn wrth gwyno.

### ***CAM 1***

Trafod y broblem gyda'r athro / athrawes dosbarth

#### **Hapus?**

Mae'r broblem wedi'i ddatrys

#### **Ddim yn hapus?**

Ymlaen i Gam 2

### ***CAM 2***

Trafod y broblem gyda'r Pennaeth

#### **Hapus?**

Mae'r broblem wedi'i ddatrys

#### **Ddim yn hapus?**

Ymlaen i Gam 3

### ***CAM 3***

Trafodwch eich cwyn gyda'r llywodraethwyr - ar lafar neu yn ysgrifenedig neu cysylltwch â'r rhiant lywodraethwyr

#### **Hapus?**

Mae'r broblem wedi'i ddatrys

#### **Ddim yn hapus?**

Ymlaen i Gam 4

### ***CAM 4***

Ewch â'ch cwyn i'r Cyfarwyddwr Addysg  
Mr Eifion Evans- 01970 633680

**Dealing with complaints - Ysgol Gynradd Aberaeron**

In accordance with the Education Act 1988, the following procedures have been adopted regarding complaints by parents. In the first instance, all complaints should be brought to the attention of the class teacher and Head teacher. Failure to resolve the complaint at this level will result in the submission of the complaint to the Governing Body. If parents are still unhappy they can, at this stage approach the Local Education Authority. We will do our best to see that all complaints are resolved at school level.

**Below is a chart illustrating the four stages of dealing with a complaint.**

**STAGE 1**

Discuss the problem with class teacher

**Satisfied?**

Problem sorted.  
No further action

**Not satisfied?**

Move to Stage 2

**STAGE 2**

Sort out problem with the Headteacher

**Satisfied?**

Problem sorted.  
No further action

**Not satisfied?**

Move to Stage 3

**STAGE 3**

Take complaint to Governors either in writing or contact Parent Governor

**Satisfied?**

Problem sorted.  
No further action

**Not satisfied?**

Move to Stage 4

**STAGE 4**

Take complaint to Director of Education  
Mr Eifion Evans- 01970 633680