

GWEITHDREFN GWYNO ENGHREIFFTIOL

FFRAMWAITH CYFREITHIOL

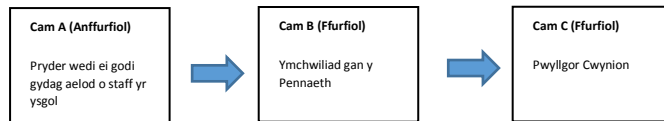
Mae Adran 29 Deddf Addysg 2002 yn ei gwneud yn ofynnol i gyrrff llywodraethu sefydlu gweithdrefnau ar gyfer delio â chwynion.

Mae'r gyfraith hefyd yn gofyn i gyrrff llywodraethu gyhoeddi eu gweithdrefnau cwyno.

BETH YW CWYN?

Mae dogfen ganllaw Llywodraeth Cymru, 'Gweithdrefnau Cwyno i Gyrrff Llywodraethu Ysgolion yng Nghymru', yn diffinio cwyn fel mynegiant o anffodlonrwydd mewn perthynas ag ysgol, llywodraethwr neu aelod o staff sydd angen ymateb gan yr ysgol.

GWEITHDREFN TAIR CAM



EITHRIADAU

Ceir gweithdrefnau ar wahân i ddelio â chwynion ynglŷn â'r canlynol:

- Cwyn am aelod o staff
- Disgyblu staff
- Gallu staff
- Amddiffyn plant
- Derbyniadau ysgol
- Gwahardd disgyblion
- Darpariaeth anghenion addysgol arbennig
- Cynigion trefniadaeth ysgolion
- Addoli crefyddol
- Darparu'r cwricwlwm

Medi / September 2017 - V1

RÔL YR AWDURDOD LLEOL

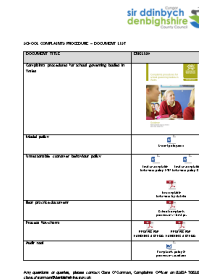
Dylai'r Awdurdod Lleol fod yn fodlon bod gan yr holl ysgolion a gynhelir ganddo weithdrefnau cwyno digonol sy'n cael eu cyhoeddi.

Nid yw'r Awdurdod Lleol yn gallu newid penderfyniad, dim ond gofyn i ysgolion ail-ymchwilio i gŵyn.

PECYN GWAITH CWYNIION

Mae'r Awdurdod Lleol wedi datblygu pecyn gwaith i gefnogi ysgolion a chyrrff llywodraethu ymdrin â chwynion. Mae'r pecyn yn cynnwys:

1. Gweithdrefnau cwyno ar gyfer cyrrff llywodraethu ysgolion yng Nghymru
2. Polisi enghreifftiol
3. Polisi ymddygiad afresymol
4. Dogfen arfer orau
5. Siart llif y broses
6. Pecyn archwilio



CLICIWCH YMA>>>

LLE GALLAF GAEL RHAGOR O WYBODAETH?

Gellir derbyn cyngor am ymdrin â chwynion neu ddefnyddio'r dogfennau sydd ar gael gan Swyddog Cefnogi Cwynion Addysg yr Awdurdod Lleol.

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MANAGEMENT FACTSHEET

MODEL COMPLAINTS PROCEDURE

LEGAL FRAMEWORK

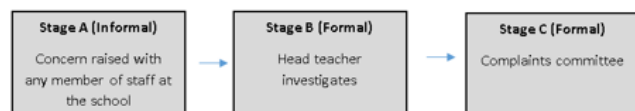
Section 29 of the Education Act 2002 requires governing bodies to establish procedures for dealing with complaints.

The law also requires governing bodies to publish their complaints procedures.

WHAT IS A COMPLAINT?

The Welsh Government guidance '*Complaints procedures for school governing bodies in Wales*' defines a complaint as an expression of dissatisfaction in relation to the school, a governor or a member of its staff that requires a response from the school.

THREE STAGE PROCEDURE



EXEMPTIONS

Separate procedures also exist to deal with complaints about:

- staff grievance
- staff discipline
- staff capability
- child protection
- school admissions
- pupil exclusion
- special educational needs provision
- school organisation proposals
- religious worship
- delivery of the curriculum

ROLE OF THE LOCAL AUTHORITY

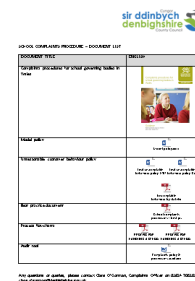
The LA should satisfy itself that all the schools it maintains have adequate complaints procedures that are publicised.

The LA is not empowered to alter a decision, only to request that the complaint be reinvestigated.

COMPLAINTS TOOLKIT

The LA has developed a toolkit to help support schools and governing bodies in their complaint handling. The toolkit comprises:

7. Complaints procedures for school governing bodies in Wales
8. Model policy
9. Unreasonable customer behaviour policy
10. Best practice document
11. Process flowcharts
12. Audit tool



[CLICK HERE>>>](#)

WHERE CAN I FIND OUT MORE?

Advice about complaint handling or use of the documents available from the LA's Education Complaints Support Officer:

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