



Listen to Me

Comment, Compliment and Complaint Form for Children and Young People

Information from Monmouthshire
Customer Relations Team



February 2022

- You have the right to be safe from harm
- You have the right to be heard
- You have the right to express yourself
- You are important and adults need to remember this



Why would I complain?

You may want to complain because:

- You have been told that something would be done and it has not been done or it is taking too long.
- You have been treated unfairly by a member of staff.
- You have been told that you cannot have help or use a council service.
- Someone is doing something to you that you do not like or feel comfortable with (for example, bullying).



If your problem does not seem to fit into any of the above or you are not sure, contact us anyway.

These are the services you can complain about:

- Housing
- Leisure Centre
- Playground
- School curriculum or Programme of Study
- Social Services
- Youth Service
- Special Educational Needs
- After School Club
- Religious Worship in School
- School Exclusions
- Library
- School Taxi / Bus
- Parks
- Foster Care
- Recycling

What should I do if I am unhappy about something?

First of all, you must speak to someone about it.

Don't keep it to yourself.


If you are unhappy, talk to an adult who you trust. This could be:

- A member of your family
- Youth club organiser
- Your teacher
- Social worker




What if I am still unhappy?

Contact Annette or Jess, the Customer Relations team who will either help you take your complaint further or make sure someone listens to your comments.

 01633 644672

 feedback2@monmouthshire.gov.uk

 Or you can use the form in the centre of this leaflet – it doesn't need a stamp.



What happens to my complaint?

Annette or Jess, the Customer Relations team will talk to you to find out the details of your problem and what you would like to happen. You can make a complaint or just a comment. You will not get someone into trouble by telling something about a member of staff.



A team manager will then look into your problem and try to sort things out. They will write and tell you what they intend to do.

Annette or Jess, the Customer Relations team will talk to you about the decision to find out if you are happy or not. If you are not satisfied we will explain what happens next.

Compliments

It's always nice to hear good things. Please let Annette or Jess, the Customer Relations team know if someone has done something that you feel is very supportive or helpful. They will be sent a certificate to thank them.



MONMOUTHSHIRE COUNTY COUNCIL
Customer Relations Team

Comment, Compliment and Complaints form

Remember, if you need to speak to someone urgently you can ring a confidential counselling helpline: Childline 0800 1111

My name

My age

My address

.....

My phone number

My email address

My comment, compliment or complaint is about:

.....

.....

.....

.....

.....

I would like to be contacted:

by phone by email by letter

at my home address

at my school, please let us know your school:

.....

somewhere else

Ffurflen Sylwadau, Canmoliaeth a Chwynion

Cofia, os oes angen i ti siarad â rhywun ar frys, gelli ffonio rif cwnsela cyfrinachol: Childline 0800 1111

Fy enw

Fy oed

Fy nghyfeiriad

.....
Fy rhif ffôn

Fy nghyfeiriad e-bost

Mae fy sylw, canmoliaeth neu gŵyn am:

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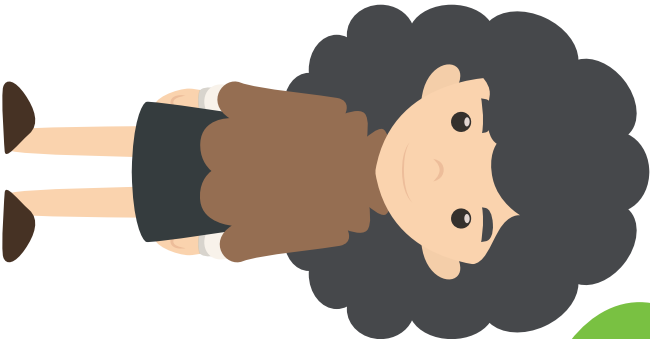
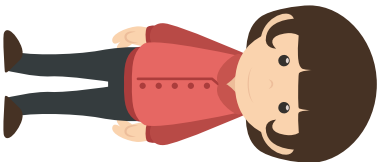
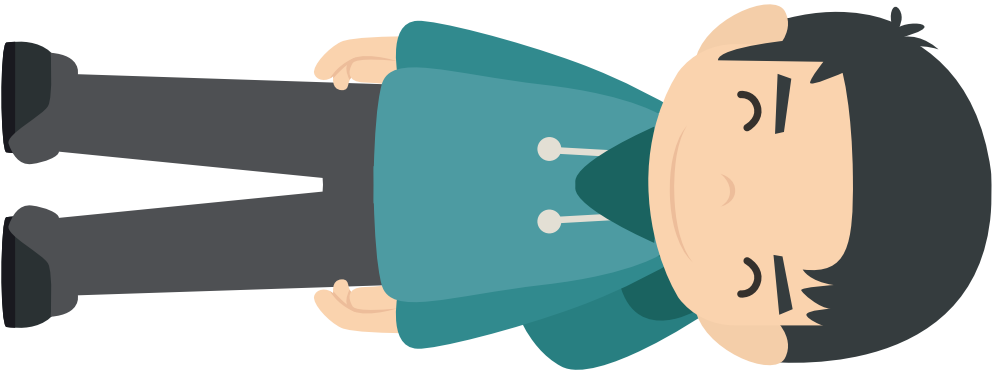
Hoffwn i chi gysylltu â mi:

dros y ffôn ar e-bost trwy lythyr

yn fy nghyfeiriad cartref

yn fy ysgol, rhowch wybod i ni pa ysgol rydych yn ei fynychu

.....
 rhyw ffordd arall



Gwrandda
Arnaf

Listen to Me

Yna, bydd rheolwr tîm yn ymchwilio i dy problem a cheisio datrys pethau. Wedyn byddant yn ysgrifennu ataf ac yn dweud beth maen nhw'n bwriadu gwneud.

Bydd Annette neu Jess, y Tîm Cysylltiedau Cwsmeriaid, yn siarad â ti am y penderfyniad i ddarganfod a wyt ti'n hapus ai peidio. Os nad wyt ti'n fodlon, byddwn yn esbonio beth sy'n digwydd nesaf.

Canmoliaeth

Mae pawb yn hoffi clywed pethau da. Rhowch wybod i Annette neu Jess, y Tîm Cysylltiedau Cwsmeriaid, os oes rhywun wedi gwneud rhywbeth a oedd yn gefnogol neu'n gynorthwylol iawn. Bydd tystysgrif o ddiolch yn cael ei hanfon atynt.



Beth ddyiwn i wneud os ydw i'n

anhapus am rywbeth?

Yn gyntaf, rhaid i ti siarad â rhywun am y mater.

Paid â'i gadw i ti dy hun.

Os wyt ti'n anhapus, siarada ag oedolyn rwyf ti'n ymddiried ynddo. Gallai hyn fod yn un o'r canlynol:

- Aelod o dy deulu
- Trefnydd clwb ieuencid
- Dy athro neu athrawes
- Gweithiwr cymdeithasol

Beth os ydw i'n dal yn anhapus?

Cysyllta ag Annette neu Jess, y Tim Cysylltiadau Cwsmeriaid, a fydd naill ar'n dy helpu i fynd â dy gwyn ymhellach neu'n sicrhau bod rhywun yn gwranddo ar dy sylwadau.



01633 644672



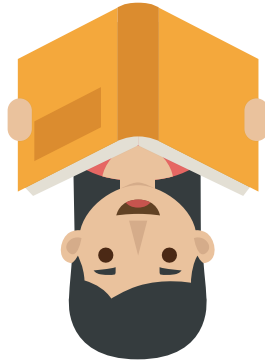
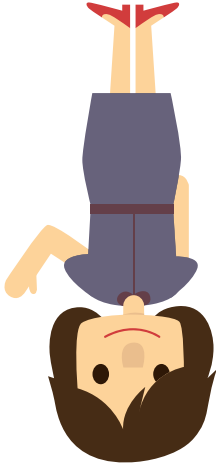
feedback2@monmouthshire.gov.uk



Neu gelli ddefnyddio'r ffurflen yng nghanol y daflen hon – does dim angen stamp.

Beth sy'n digwydd i fy nghwyn?

Bydd Annette neu Jess, y Tim Cysylltiadau Cwsmeriaid, yn siarad â thi i ddarganfod manylion dy problem a beth hoffet ti i ddigwydd. Gelli wneud cwyn neu jyst sylwadau. Ni fyddi'n cael unrhyw un mew'n trwb! trwy ddweud rhywbeth am aelod o staff.



Os nad yw dy broblem yn ffitio i mewn i un o'r uchod neu os wyt ti'n ansicr, cysyllta â ni beth bynnag.

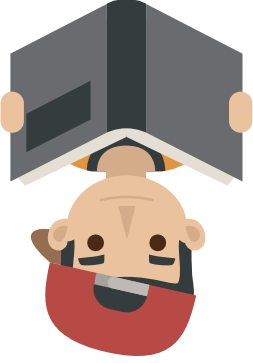
Dyma'r gwasanaethau rwyf ti'n gallu cwyno amdanynt:

- Tai
- Canolfannau Hamdden
- Iard Chwarae
- Cwricwlwm Ysgol neu Raglen Astudio
- Gwasanaethau Cymdeithasol
- Y Gwasanaeth Ieuencid
- Anghenion Addysgol Arbenigig
- Clwb ar ôl Ysgol
- Addoliad Crefyddol yn yr Ysgol
- Gwibdeithiau Ysgol
- Llyfrgelloedd
- Tacsï/Bws Ysgol
- Parciau
- Gofal Maeth
- Ailgylichu

- Efallai byddai eisiau cwyno oherwydd:
- Dywedodd rhywun wrthot ti y byddai rhywbeth yn cael ei wneud ac nid ydych chi wedi cael ei wneud neu mae'n cymryd yn rhy hir.
 - Rwyf ti wedi cael dy drin yn annheg gan aelod o staff.
 - Dywedodd rhywun wrthot ti dy fod yn methu cael cyfnewid neu ddefnyddio gwasanaeth y cynngor.
 - Mae rhywun yn gwneud rhywbeth i ti dwyf ti ddim yn ei hoffi neu'n teimlo'n gyfforddus gyda (er enghraifft, bwilio).

Pam faswn i'n cwyno?

- Mae gennyt yr hawl i fod yn ddiogel
- rhag niwedd
- Mae gennyt yr hawl i leisio dy farn
- Mae gennyt yr hawl i fynegi dy hun
- Rwyf ti'n bwysig ar mae angen i
- oedolion gofio hyn



Gwranda Arnat

Ffurflen Sylw, Ategu a Chwyno
! Blant a Phobl Ifanc

Gwybodaeth o Dim Cysylltiadau
Gwsmeriaid Sir Fynwy



Chwefror 2022

