



# Listen to Me

## Comment, Compliment and Complaint Form for Children and Young People

Information from Monmouthshire  
Customer Relations Team



monmouthshire  
sir fynyw

September 2016

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

 0800 652 4121 This is a free phone number you can ring.

 [listen tome@monmouthshire.gov.uk](mailto:listen tome@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.



**Freeport RSXH-LXKH-EJAK  
Monmouthshire County Council  
The Customer Relations Team  
Innovation House, Wales 1 Business Park  
Newport Road, Magor  
CALDICOT  
NP26 3DG**

## 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:

.....

.....

.....

.....

.....

.....

.....

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 .....



Gwranda  
Arnaf



Listen to Me





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

Bydd Annette neu Jess, y Tîm Cysylltiadau 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 Cysylltiadau Cwsmeriaid, os oes rhywun wedi gwneud rhywbeth a oedd yn gefnogol neu'n gynorthwyol iawn. Bydd tystysgrif o ddiolch yn cael ei hanfon atynt.



## Beth ddylwn 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 rwy'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 Tîm Cysylltiadau Cwsmeriaid, a fydd naill ai'n dy helpu i fynd â dy gwyn ymhellach neu'n sicrhau bod rhywun yn gwrandao ar dy sylwadau.



01633 644672



0800 652 4121 Dyma rhif ffôn ellir ei ffonio yn rhad ac am ddim.



[listen tome@monmouthshire.gov.uk](mailto:listen tome@monmouthshire.gov.uk)

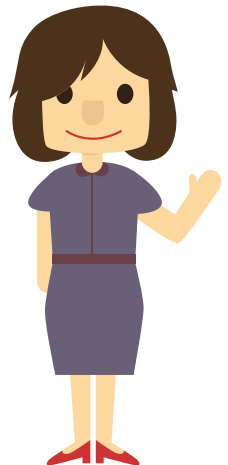


Neu gelli ddefnyddio'r ffurflen yng nghanol y daflen hon – does dim angen stamp.



## Beth sy'n digwydd i fy nghwyn?

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



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



## Pam faswn i'n cwyno?

Efallai byddi eisiau cwyno oherwydd:

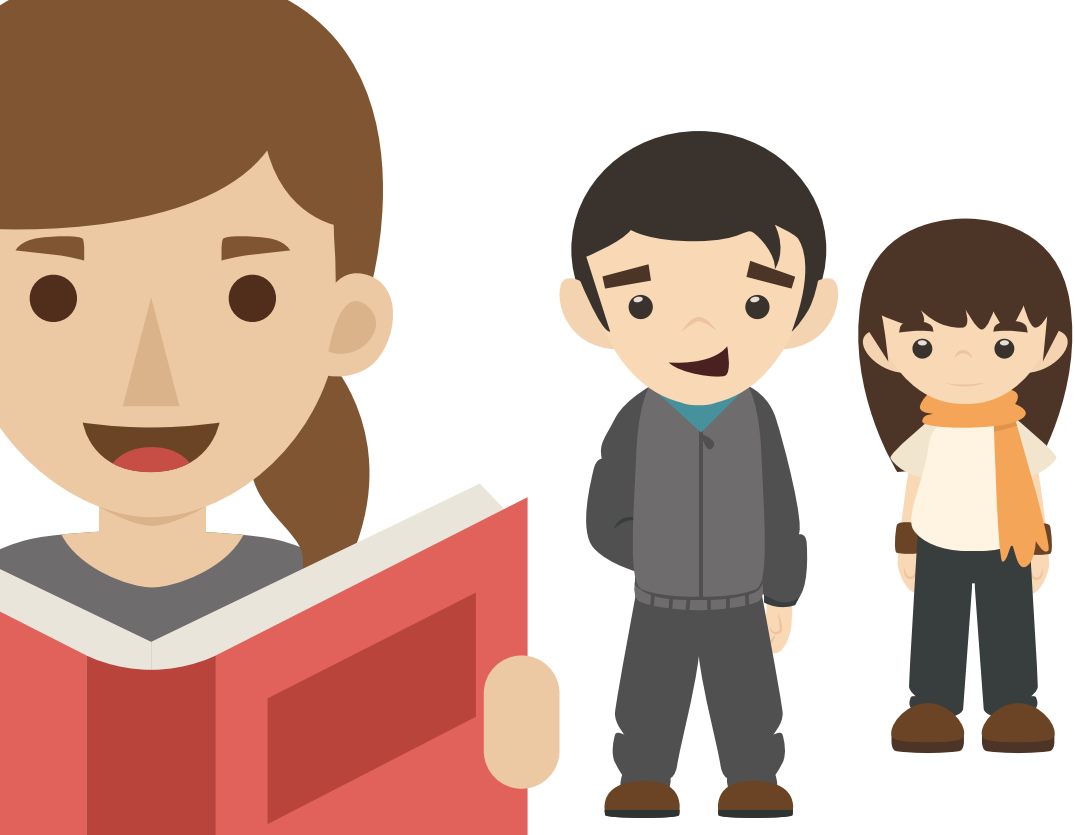
- Dywedodd rhywun wrthot ti y byddai rhywbeth yn cael ei wneud ac nid ydyw wedi cael ei wneud neu mae'n cymryd yn rhy hir.
- Rwynt ti wedi cael dy drin yn annheg gan aelod o staff.
- Dywedodd rhywun wrthot ti dy fod yn methu cael cymorth neu ddefnyddio gwasanaeth y cyngor.
- Mae rhywun yn gwneud rhywbeth i ti dwyt ti ddim yn ei hoffi neu'n teimlo'n gyfforddus gyda (er enghraifft, bwlio).



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 rwynt ti'n gallu cwyno amdanynt:

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



# Gwranda Arnaf

Ffurflen Sylw, Ategu a Chwyno  
i Blant a Phobl Ifanc

Gwybodaeth o Dîm Cysylltiadau  
Cwsmeriaid Sir Fynwy



monmouthshire  
sir fynwy

Medi 2016