

CYLCH MEITHRIN PONTROBERT

POLISI CANMOL A CHWYNO

Mae fersiwn Saesneg o'r ddogfen hon ar gael. Os oes unrhyw amwysedd am eiriad y polisi, y fersiwn Gymraeg sy'n gywir bob tro.

Bydd **Cylch Meithrin Pontrobert** yn dilyn y polisi hwn a'i addasu yn ôl yr angen a'i adolygu yn flynyddol.

Bydd **arweinydd Cylch Meithrin Pontrobert** yn sicrhau fod pob aelod o staff yn deall y polisi hwn.

Bydd **Cylch Meithrin Pontrobert** yn sicrhau bod rhieni a gofalwyr yn gwybod am y polisi hwn trwy gymryd y camau canlynol:

- 1 Bydd Polisi ar gael ar wefan Cylch Meithrin Pontrobert;
- 2 Bydd Polisi ar gael yn y fynedfa i Gylch Meithrin Pontrobert;
- 3 Tynnir sylw rhieni a gofalwyr at y Polisi yn ystod cyfarfodydd Cylch Meithrin Pontrobert.

ADOLYGWYD GAN

DYDDIAD

(Enw)

(Llofnod)

(Pryd)

(Awgrymir eich bod yn adolygu eich polisi yn flynyddol a hysbysu AGC, lle bo hynny'n berthnasol, os ydych wedi gwneud newidiadau iddo)

POLISI CANMOL A CHWYNO

Nod

Mae'r Cylch Meithrin yn ymdrechu i rhoi boddhad i'w gwsmeriaid ar bob adeg drwy darparu gwasanaeth o'r safon uchaf ym mhob agwedd o'i gwaith.

Egwyddorion

Mae'n bwysig i'r Cylch Meithrin ein bod yn cyflawni disgwyliadau, ac felly yn hanfodol ein bod yn gwybod am bob achos ble mae'r rhain wedi syrthio islaw'r lefel a ddisgwylir.

Mae'r Cylch Meithrin yn croesawu barn rhieni / gofalwyr / gwarcheidwaid ynglŷn â'r gwasanaeth a ddarperir, fel y gellir ei wella os oes angen. Os bydd rhieni / gofalwyr / gwarcheidwaid neu aelod arall o'r cyhoedd yn anfodlon gydag unrhyw agwedd ar y gwasanaethau a ddarperir gan y Cylch Meithrin, cyfeirir at Bolisi Canmol a Chwyno'r lleoliad.

Hysbysir teuluoedd ynglŷn â'r polisi a threfn canmol a chwyno cyn i'w plentyn gychwyn yn y lleoliad. Darperir hyfforddiant i'r holl staff ar weithrediad y Polisi Canmol a Chwyno a'r Cod Ymarfer.

Hawliau Plant

Mae rhoi gwybod i bawb sut i ganmol neu gwyno am ein gwasanaethau yn rhan allweddol o barchu hawliau plant sydd wedi eu gosod yng Nghonfensiwn y Cenhedloedd Unedig ar Hawliau Plant, yn benodol:

- Erthygl 3: Dylai pob sefydliad sydd yn ymwneud â phlant bob amser wneud yr hyn sydd orau i bob plentyn.
- Erthygl 12: Mae gan blant yr hawl i ddweud eu barn ynghylch yr hyn a ddylai ddigwydd pan fo oedolion yn gwneud penderfyniadau sy'n effeithio arnyn nhw, ac i'w barn gael ei hystyried
- Erthygl 19: Dylai llywodraethau ofalu bod plant yn cael y gofal priodol, a'u cadw rhag trais, camdriniaeth ac esgeulustod gan eu rhieni neu unrhyw un arall sy'n edrych ar eu holl.
- Erthygl 29: Dylai addysg ddatblygu personoliaeth a thalent pob plentyn yn gyflawn. Dylai annog plant i barchu eu rhieni, a'u diwylliant nhw ac eraill.

Cod Ymarfer

Bydd yr **Unigolyn Cyfrifol / Person Cofrestredig** gyda chefnogaeth y Person â Gofal yn sicrhau bod staff i gyd yn deall, ac yn derbyn copi o'r Polisi Canmol a Chwyno ac yn cael eu hyfforddi yn briodol.

Bydd y Cylch Meithrin yn cynnal hunanarfarniad bob blwyddyn (gweler atodiadau 9a: *Gwerthusiad ar Ddiwedd Cyfnod y Plentyn yn y Cylch* a 9b: *Gwerthuso Gwasanaeth yn Ystod Cyfnod y Plentyn yn y Cylch* y Llyfr Mawr Piws).

Bydd y Cylch Meithrin yn sefydlu trefn gadarn ar gyfer derbyn cwynion, ac yn ceisio'u datrys mewn modd adeiladol cyn gynted â phosibl. Trwy gydol y broses o ddelio â chwyn, rhaid ystyried a pharchu llais y plentyn a sicrhau gweithredu yn unol â lles pennaf y plentyn bob tro.

Mae'r Cylch Meithrin yn cydnabod hawl achwynydd i gyfeirio unrhyw gŵyn neu bryder yn uniongyrchol at AGC ar unrhyw adeg ac ar unrhyw bwynt o'r weithdrefn delio gyda chwynion a amlinellwyd yn y polisi hwn. Serch hynny, bydd y Cylch Meithrin yn dilyn y camau a nodwyd yn y polisi hwn wrth ddelio ag unrhyw gŵyn.

Mathau o Gwynion

Mae achwynydd yn cael ei ddiffinio fel unrhyw defnyddiwr gwasanaeth sydd yn anhapus gydag unrhyw elfen o wasanaeth y Cylch Meithrin.

Mae hyn yn cynnwys:

- unrhyw ddefnyddiwr gwasanaeth sy'n anhapus â pherfformiad / ymddygiad / y gwasanaeth a roddir gan aelod o staff, gwirfoddolwyr neu aelodau Pwyllgor y Cylch Meithrin.
- unrhyw gŵyn gan ddefnyddiwr gwasanaeth yn ymwneud â chyhuddiad yn erbyn Unigolyn Cofrestredig.
- unrhyw ddefnyddiwr gwasanaeth sy'n credu bod y Cylch Meithrin, fel sefydliad, wedi gweithredu'n amhroffesiynol / yn anghywir mewn sefyllfa benodol.

Delio gyda Cwynion

Wrth dderbyn gwybodaeth am unrhyw gŵyn sy'n disgyn i mewn i'r 3 chategori uchod, dylai'r person sydd yn derbyn y gŵyn gyfeirio'r mater yn syth at yr **Unigolyn Cyfrifol / Person Cofrestredig**.

Dylid ymdrin â phob chwyn, gyda sensitifrwydd gan barchu cyfrinachedd pawb dan sylw. Os bydd rhieni / gofalwyr / gwarcheidwaid neu aelod arall o'r cyhoedd yn anfodlon gydag unrhyw agwedd o'r gwasanaeth, bydd y drefn isod yn cael ei dilyn.

Cyfrifoldeb yr **Unigolyn Cyfrifol / Person Cofrestredig** fydd sicrhau bod y weithdrefn gywir yn cael ei gweithredu er mwyn ymateb i'r gŵyn mewn modd adeiladol cyn gynted â phosibl ac o fewn 10 diwrnod gwaith (14 diwrnod i gyd).

Dylid dilyn y camau a amlinellwyd yn y Safonau Gofynnol Cenedlaethol (Safon 19) o ran y wybodaeth sy'n cael ei gofnodi a'i chadw wrth ymchwilio i unrhyw gŵyn.

****Os yw'r cwyn yn ymwneud â chyhuddiad yn erbyn yr Unigolyn Cyfrifol / Person Cofrestredig, dylid cysylltu â Mudiad Meithrin, drwy'r Swyddog Cefnogi Lleol, am gyngor pellach. Mae Cylchoedd Meithrin a'u Pwyllgorau yn endidau annibynnol ac nid oes gan Mudiad Meithrin rheolaeth linell uniongyrchol drostynt. Nid Mudiad Meithrin o reidrwydd fydd yn gweithredu ar nac yn ymchwilio i'r gŵyn. Fe fydd Mudiad Meithrin yn darparu cyngor ac arweiniad ar y broses i'w ddilyn.****

Ar gais gan AGC bydd yr **Unigolyn Cyfrifol / Person Cofrestredig** yn gyfrifol am ddarparu adroddiad ar bob cwyn a dderbyniwyd gan y Cylch Meithrin dros y 12 mis diwethaf, a'r camau a gymerwyd mewn ymateb i bob cwyn.

Gweithred	Amserlen	Cyfrifoldeb
Cysylltu â'r Person â Gofal neu'r Unigolyn Cyfrifol / Person Cofrestredig i ddatgan y gwyn ar lafar. Rhaid sicrhau bod holl fanylion y gŵyn a'r achwynydd yn cael eu cyfeirio, gan gynnwys e-bost, cyfeiriad, enw a rhif ffôn yr achwynydd.	Yn syth.	Derbynnydd y cwyn.
Os yw'r gŵyn yn cynnwys cyhuddiad o gam-drin plant, bydd y Cylch Meithrin yn gweithredu ar unwaith trwy ddilyn ei Bolisi Diogelu Plant yn unol â Gweithdrefnau Diogelu Cymru (diogelu.cymru).		
Hysbysu'r sawl sydd yn gwneud y cwyn o unrhyw wasanaethau eirioli neu gefnogi sydd ar gael iddynt.	Mor gynted ag sy'n bosib ar ôl derbyn y gŵyn.	Unigolyn Cyfrifol / Person Cofrestredig
Os yw'r cwyn yn ymwneud â phlentyn ble mae'r awdurdod lleol wedi trefnu'r gofal, hysbysu'r sawl sydd yn gwneud y cwyn fod ganddynt hawl i gwyno i'r awdurdod lleol.	Mor gynted ag sy'n bosib ar ôl derbyn y gŵyn.	Unigolyn Cyfrifol / Person Cofrestredig
Cydnabod y gŵyn a cheisio datrys y mater a hysbysu'r achwynydd o'r camau a gymerwyd. Gyda chytundeb y sawl sydd yn gwneud cwyn, gall yr Unigolyn Cyfrifol /	Hyd at 3 diwrnod gwaith. (Ond ceisio ei wneud ar y diwrnod y derbynnir y gŵyn).	Unigolyn Cyfrifol / Person Cofrestredig

Person Cofrestredig wneud trefniadau i geisio cymodi, cyfryngu neu gael cymorth er mwyn ceisio datrys y gwyn, gan gyfeirio at asiantaeth neu berson annibynnol pe bai angen.		
Os na ellir datrys y mater yn dderbyniol, neu os mai dymuniad yr achwynydd yw cyflwyno'r gwyn yn ysgrifenedig, dylid cyfeirio'r mater yn ffurfiol ac yn ysgrifenedig. Cynhelir ymchwiliad llawn i'r mater ar unwaith, a rhoddir ymateb llawn i'r achwynwr yn ysgrifenedig o fewn 14 diwrnod. Cedwir unrhyw ohebiaeth, nodiadau ac adroddiadau ar yr achos gan y Cylch Meithrin a byddant ar gael i AGC eu gweld. **DIM OND gyda chaniatâd cyflwynydd y cwyn gellir ymestyn amserlen cwblhau'r ymchwiliad heibio 14 diwrnod. Os nad yw'r ymchwiliad wedi ei gwblhau o fewn yr amser dynodedig, a bod y person a gwynodd wedi cytuno, dylid cyflwyno adroddiad interim i'r person a gwynodd, ynghyd ag esboniad ynglŷn â pham fod angen amser ychwanegol.	Hyd at 10 diwrnod gwaith (14 diwrnod i gyd) ers i'r gŵyn gael ei dderbyn gan yr Unigolyn cyfrifol / Person Cofrestredig. Dyllid cwblhau'r ymchwiliad a chyflwyno adroddiad ysgrifenedig o fewn 28 diwrnod.	Unigolyn Cyfrifol / Person Cofrestredig
Os yw'r sawl sydd yn cwyno yn anafodlon gyda'r canlyniad gellir cyfeirio'r mater yn uniongyrchol at AGC: AGC Swyddfa Llywodraeth Cymru Sarn Mynach Cyffordd Llandudno LL31 9RZ 0300 7900 126 agc@llyw.cymru		Yr Achwynydd

Cwynion sy'n Destun Ystyriaeth Gydamserol

Bydd y Cylch Meithrin yn cydymffurfio gyda Rheoliadau Gwarchod Plant a Gofal Dydd (Cymru) 2010 wrth ymdrin â "cwynion sy'n destun ystyriaeth gydamserol".

Os yw ymchwiliad y Cylch Meithrin i'r gŵyn yn cyd-redeg ag ymchwiliad gan gorff arall i'r un cwyn, rhaid i'r **Unigolyn Cyfrifol / Person Cofrestredig**, y sawl sydd yn cwyno, ag unrhyw bersonau neu gyrff priodol eraill (e.e. Gwasanaethau Cymdeithasol, yr Heddlu, AGC) benderfynu a chytuno ar sut y dylid delio a'r gŵyn.

Mae cwynion o'r fath yn cynnwys ble:

- mae'r achwynydd wedi datgan mewn ysgrifen ei fod yn bwriadu codi achos mewn unrhyw lys neu dribiwnlys yn ei gylch.
- mae'r Unigolyn Cyfrifol / Person Cofrestredig yn codi, neu'n bwriadu codi achos disgyblu o ganlyniad i'r gŵyn.
- hysbyswyd yr Unigolyn Cyfrifol / Person Cofrestredig bod ymchwiliad yn cael ei gynnal yn ei gylch, gan unrhyw berson neu gorff, gan ystyried achos troseddol.
- y cynullwyd cyfarfod yn ei gylch sy'n cynnwys cyrff eraill gan gynnwys yr heddlu i drafod materion mewn cysylltiad ag amddiffyn plant neu oedolion bregus.
- yr hysbyswyd yr Unigolyn Cyfrifol / Person Cofrestredig yn ei gylch bod ymchwiliadau ar droed gan ystyried dwyn achos o dan adran 59 o Ddeddf Safonau Gofal 2000 (tynnu ymaith etc. O'r gofrestr)(1).
- yr hysbyswyd yr Unigolyn Cyfrifol / Person Cofrestredig yn ei gylch bod awdurdod lleol wedi cychwyn, neu yn cychwyn, ymholiadau amddiffyn plant.

Os yw'n ymddangos i'r Unigolyn Cyfrifol / Person Cofrestredig, y byddai parhau gyda'r ymchwiliad yn rhagfarnu'r ystyriaeth arall, gellir penderfynu peidio parhau ag ystyried cwyn oherwydd ei fod o dan ystyriaeth gydamserol.

Os penderfynnir peidio â pharhau i ystyried y gŵyn rhaid i'r Unigolyn Cyfrifol / Person Cofrestredig:

- rhoi gwybod i'r achwynydd am y penderfyniad.
- ymgyswrtio â hynt yr ystyriaeth gydamserol, a rhoi gwybod i'r achwynydd pan ddaw'r ystyriaeth honno i ben.
- ailddedrau ystyried unrhyw gŵyn os peidir â pharhau â'r ystyriaeth gydamserol.
- ailddedrau ystyried unrhyw gŵyn os cwblheir yr ystyriaeth honno, a'r achwynydd yn gwneud cais am i'r gŵyn gael ei hystyried eto.

Ceir manylion pellach yma:

<http://www.legislation.gov.uk/wsi/2010/2574/regulation/36/made/welsh>

CYLCH MEITHRIN PONTROBERT

COMPLIMENTS AND COMPLAINTS POLICY

A Welsh language version of this policy is available. If there is any ambivalence about the wording of the policy, the Welsh language version is always the correct copy.

Cylch Meithrin Pontrobert follows this policy, reviews it annually and updates it as required.

The **leader** of **Cylch Meithrin Pontrobert** will ensure that every member of staff understands this policy.

Cylch Meithrin Pontrobert will ensure that parents and carers are aware of this policy by taking the following steps:

- 1 The Policy will be placed on the **Cylch Meithrin Pontrobert** website;
- 2 The Policy will be available in the entrance to **Cylch Meithrin Pontrobert**;
- 3 The Policy will be drawn to parents and carers attention during Cylch meetings

REVIEWED BY

DATE

(Name)

(Signature)

(Date)

(It is suggested that you review your policy annually and notify CIW, where appropriate, of any changes you make.)

COMPLIMENTS AND COMPLAINTS POLICY

Aim

The Cylch Meithrin aims to give satisfaction to its customers at all times by providing a service of the highest standard in all aspects of its work.

Principles

It is important to the Cylch Meithrin that we reach expectations, and as such it is essential that we are aware of any occasion when we have fallen below the expected level.

The Cylch Meithrin welcomes the opinions of parents / guardians / carers about the service it provides, so that it can be improved, if necessary. If parents / guardians / carers or any other member of the public are unhappy with any aspect of the services provided by the Cylch Meithrin, they should be referred to the setting's Compliments and Complaints Policy.

Parents are informed of the policy and of the compliments and complaints procedure before their child starts in the setting. Training is provided for all the staff on how to implement the Compliments and Complaints Policy and the Code of Practice.

The Rights of the Child

Ensuring that everyone knows how to compliment or complain about our service is an essential part of respecting the Rights of the Child as stated in the United Nations Convention on the Rights of the Child. In particular:

- Article 3: All organisations concerned with children should work towards what is best for each child.
- Article 12: Children have the right to say what they think should happen, when adults are making decisions that affect them, and to have their opinions taken into account.
- Article 19: Governments should ensure that children are properly cared for, and protect them from violence, abuse and neglect by their parents or anyone else who looks after them.
- Article 29: Education should develop each child's personality and talents to the full. It should encourage children to respect their parents, and their own and other cultures.

Code of Practice

The **Responsible Individual / Registered Person** supported by the Person with Care will ensure that all the staff understand and receive a copy of the Compliments and Complaints Policy and are trained appropriately.

The Cylch Meithrin will undertake an annual self-assessment (see appendix 9a: *Evaluation at the End of your Child's Time in the Cylch* and 9b: *Evaluating the Service During the Child's Period in the Cylch* in the Llyfr Mawr Piws).

The Cylch Meithrin will establish a robust procedure for receiving complaints and will attempt to resolve them in a constructive way as soon as possible. Throughout the complaints procedure, the voice of the child must be considered and respected, and all actions taken must be in the best interest of the child.

The Cylch Meithrin acknowledges that at any stage during the complaints procedure outlined in this policy any complainant has the right to refer any complaint or issue directly to CIW. Notwithstanding this, the Cylch Meithrin will follow the procedure set out in this policy when dealing with any complaints.

Types of Complaint

A complainant is defined as any service user who is unhappy any aspect of the Cylch Meithrin's services.

This includes:

- Any service user who is unhappy with the performance / behaviour / the service given to them by a member of staff, volunteer, or member of the Cylch Meithrin Committee.
- Any complaint by a service user related to an allegation against a Registered Person.
- Any service user who believes that the Cylch Meithrin, as an organisation, has acted unprofessionally / incorrectly in a specific situation.

Dealing with Complaints

On receiving information about any complaint which falls into the 3 categories listed above, the person who receives the complaint should refer the matter at once to the **Responsible Individual / Registered Person**.

All complaints should be handled in a sensitive manner respecting the confidentiality of all involved. If a parent / guardian / carer or another member of the public is dissatisfied with any aspect of the service, the procedures listed below will be followed.

The **Responsible Individual / Registered Person** is responsible for ensuring that the correct procedures are followed in order to respond to the complaint in a

constructive manner as swiftly as possible and within 10 working days (14 days in total).

The steps outlined in the National Minimum Standards (Standard 19) should be followed with regard to the information which is recorded and kept about any complaint.

****If the complaint relates to an accusation against the **Responsible Individual / Registered Person**, then Mudiad Meithrin, through the local Support Officer, should be contacted for further guidance. Cylchoedd Meithrin and their committees are independent entities and Mudiad Meithrin does not line manage them directly. Mudiad Meithrin will not necessarily respond to or investigate any complaint. Mudiad Meithrin will provide advice and guidance on the process which needs to be followed.****

At the request of CIW the **Responsible Individual / Registered Person** will be responsible for preparing a report of every complaint received by the Cylch Meithrin during the previous 12 months, and the steps taken to address each complaint.

Action	Timetable	Responsibility
Contact the Person in Charge or the Responsible Individual / Registered Person to voice the complaint verbally. All details relating to the complaint and the complainant must be referred, including the e-mail, address, names and phone number of the complainant.	Immediately.	Recipient of the complaint.
If the complaint involves an accusation of child abuse, the Cylch Meithrin will act immediately by following its Child Safeguarding Policy which conforms to the Welsh Safeguarding Procedures (safeguarding.wales)		
Inform the complainant about any advocacy services or support services available to them	As soon as possible after receiving the complaint.	Responsible Individual / Registered Person
If a complaint relates to a child that has been placed in the setting by the local authority, inform the complainant that they have a right to complain to the local authority.	As soon as possible after receiving the complaint.	Responsible Individual / Registered Person
Confirm the complaint has been received, try to resolve the matter and	Up to 3 working days. (But try to do so on the	Responsible Individual / Registered Person

inform the complainant of the steps taken. With the consent of the complainant, the Responsible Individual / Registered Person can make arrangements towards mediation and reconciliation, or seek support from an independent agency or person if appropriate, to solve the complaint.	day the complaint is received).	
If the matter cannot be satisfactorily resolved or if the complainant wishes to present the complaint in writing, the matter should be referred formally and in writing. A full investigation will be held at once and the complainant will receive a full written response within 14 days. All correspondence, notes and reports relating to the matter will be kept by the Cylch Meithrin and will be available for CIW to see. **ONLY with the consent of the complainant can the timescale for resolving a complaint can only be extended beyond 14 days. If the investigation has not been completed within the specified time, and they have agreed to an extension, an interim report should be presented to the complainant, with an	Up to 10 working days (14 days in total) from receipt of the complaint by the Responsible Individual / Registered Person. The investigation should be completed and a written report produced within 28 days.	Responsible Individual / Registered Person.

explanation of why more time is required.		
If the complainant is still unsatisfied with the result the matter can be referred directly to CIW at following address: CIW Welsh Government office Sarn Mynach Llandudno Junction LL31 9RZ 0300 7900 126 ciw@gov.wales		The Complainant

Complaints Subject to Concurrent Consideration

The Cylch Meithrin will act in accordance with The Child Minding and Day Care (Wales) Regulations 2010 when dealing with “Complaints subject to concurrent consideration”.

If the investigation by the Cylch Meithrin into the complaint coincides with a separate investigation by another body to the same complaint, the **Responsible Individual / Registered Person**, the complainant, and any other relevant individuals or organisations (e.g. Social Services, the Police, CIW) must decide and agree on how to proceed with the complaint.

Complaints of this type include:

- Where the complainant has stated in writing that he or she intends to take proceedings in any court or tribunal.
- Where the Responsible Individual / Registered Person is taking or is proposing to take disciplinary action.
- Where the Responsible Individual / Registered Person has been notified that an investigation is being conducted by any person or body in contemplation of criminal proceedings.
- Where a meeting involving other bodies including the police has been convened to discuss issues relating to the protection of children or vulnerable adults.
- where the Responsible Individual / Registered Person has been notified that there are current investigations in contemplation of proceedings under section 59 of the Care Standards Act 2000 (removal etc. from register)(1)
- where the Responsible Individual / Registered Person has been notified that a local authority has or is instigating child protection enquiries.

If it appears to the Responsible Individual / Registered Person, that proceeding with the Cylch’s investigation would prejudice the other investigation, then they can

decide not to continue to consider the complaint as it is under concurrent consideration.

If it is decided not to continue to investigate the complaint, then the Responsible Individual / Registered Person must:

- inform the complainant of the decision.
- Familiarise themselves with the details of the concurrent investigation, and inform the complainant when that investigation is concluded.
- re-start any investigation if the concurrent investigation does not proceed.
- re-start the investigation if the concurrent investigation is concluded, and the complainant requests that the complaint be reconsidered.

Further information can be found here:

<http://www.legislation.gov.uk/wsi/2010/2574/contents/made>

GWERTHUSIAD AR DDIWEDD CYFNOD Y PLENTYN YN Y CYLCH

EVALUATION AT THE END OF YOUR CHILD'S TIME IN THE CYLCH

CYLCH MEITHRIN PONTROBERT

Rhowch groes yn y blwch sy'n cyfateb â'ch barn Place a cross in the box which reflects your opinion	Rhagorol Excellent	Da iawn Very Good	Da Good	Bodhaol Adequate	Gellir gwella Room for improvement
Pa mor effeithiol oedd y wybodaeth am y gwasanaeth a gawsoch, ar lafar ac yn ysgrifenedig, wrth gofrestru eich plentyn yn y Cylch? <i>How effective was the information you received about the service, orally and in writing, when registering your child in the Cylch?</i>					
Pa mor effeithiol oedd trefniadau setlo eich plentyn yn y Cylch? <i>How effective were the arrangements for settling your child in the Cylch?</i>					
Pa mor effeithiol oedd y dull o drafod datblygiad a chynnydd eich plentyn yn ystod ei gyfnod yn y Cylch? <i>How effective were the methods for discussing your child's development and progress during his period in the Cylch?</i>					
Pa mor effeithiol oedd y cymorth a gawsoch gan y Cylch yn ystod cyfnod eich plentyn yn trosglwyddo i'r ysgol? <i>How effective was the support you received by the Cylch during the period your child was transferring to school?</i>					
Pa mor effeithiol oedd gweithgareddau allanol y Cylch o ran cymdeithasu a dod i adnabod rhieni/gofalwyr/gwarcheidwaid eraill? <i>How effective were the external Cylch activities regarding socialising and getting to know other parents/carers/guardians?</i>					
Rhowch sylwadau ar y gwahaniaeth wnaeth mynychu'r Cylch i'ch plentyn ac i chithau? <i>Comment on the difference attending the Cylch has made to your child and to you.</i>					
Pa mor effeithiol oedd y trefniadau i drafod unrhyw anhawsterau neu bryderon oedd gennych am y gwasanaeth? <i>How effective were the arrangements made to discuss any difficulties or concerns you had about the service?</i>					

GWERTHUSO GWASANAETH YN YSTOD CYFNOD Y PLENTYN YN Y CYLCH

EVALUATING THE SERVICE DURING THE CHILD'S PERIOD IN THE CYLCH

CYLCH MEITHRIN PONTROBERT

Rhowch groes yn y blwch sy'n cyfateb â'ch barn Place a cross in the box which reflects your opinion	Rhagorol Excellent	Da iawn Very Good	Da Good	Boddhaol Adequate	Gellir gwella Room for improvement
Sut groeso gawsoch chi pan yn ymweld â'r Cylch Meithrin am y tro cyntaf? <i>What kind of welcome did you receive when you visited the Cylch Meithrin for the first time?</i>					
Sut groeso gewch chi a'ch plentyn ar ddechrau pob sesiwn o'r Cylch Meithrin? <i>What kind of welcome do you and your child receive at the beginning of every session in the Cylch Meithrin?</i>					
Nodwch eich barn am y gofal mae eich plentyn yn ei dderbyn yn y cylch? <i>What is your opinion of the care your child receives in the Cylch?</i>					
Nodwch eich barn am yr adnoddau a gweithgareddau a gynigir i'ch plentyn yn y Cylch? <i>What is your opinion of the resources and activities on offer to your child in the Cylch?</i>					
Nodwch eich barn am y dull o adael i chi wybod am y gweithgareddau a wneir gyda'r plant yn y Cylch Meithrin? <i>What is your opinion of the way you are informed about the activities which your child undertakes in the Cylch Meithrin?</i>					
Nodwch eich barn am y drefn a gynigir i chi drafod datblygiad eich plentyn? <i>What is your opinion of the arrangements made for you to discuss your child's development?</i>					
Pa mor gyfleus i chi yw'r amseroedd y cynhelir Pwyllgor y Cylch Meithrin? <i>How convenient are the times the Cylch Meithrin Committee meets?</i>					
Pa mor effeithiol, yn eich tyb chi, yw dull marchnata'r Cylch? <i>How effective, in your opinion, are the methods used to market the Cylch?</i>					
Unrhyw Sylwadau Eraill: <i>Any Other Comments:</i>					