

PWYLLGOR CRAFFU ADDYSG A PHLANT

21^{ain} O DACHWEDD 2016

Adroddiad Hanner Blwyddyn Cwynion a Chanmoliaeth – 1^{af} o Ebrill hyd at 30^{ain} o Fedi 2016

Ystyried y materion canlynol a chyflwyno sylwadau arnynt:

- Bod y Pwyllgor yn craffu ar y sefyllfa hanner blwyddyn mewn perthynas â monitro cwynion a chanmoliaeth, ar gyfer blwyddyn ariannol 2016/17.

Rhesymau:

- Er mwyn i'r aelodau allu gweithredu eu swyddogaeth craffu mewn perthynas â monitro perfformiad
- Sicrhau bod meysydd sy'n peri pryder yn cael eu nodi a bod camau perthnasol yn cael eu cymryd

Angen cyfeirio'r mater at y Bwrdd Gweithredol er mwyn gwneud penderfyniad: NAC OES

Aelod y Bwrdd Gweithredol sy'n gyfrifol am y Portffolio: Cyng. Gareth Jones (Addysg a Phlant)

Y Gyfarwyddiaeth: Prif Weithredwr	Swyddi:	Rhifau Ffôn / Cyfeiriadau E-bost:
Enw Pennaeth y Gwasanaeth: Wendy Walters	Prif Weithredwr Cynorthwyol (Adfywio a Pholisi)	01267 224112 wswalters@sirgar.gov.uk
Awdur yr adroddiad: John Tillman	Swyddog Gwybodaeth a Diogelu Data	01267 224127 jtillman@sirgar.gov.uk

EXECUTIVE SUMMARY

EDUCATION & CHILDREN SCRUTINY COMMITTEE 21st NOVEMBER 2016

Half-Yearly Complaints and Compliments Report – 1st April to 30th September 2016

This report provides members with statistics and analysis on complaints, compliments and enquiries received and dealt with during Quarters 1 and 2 of the 2016/17 financial year.

The following section of the report is specifically relevant for the members of the Education & Children Scrutiny Committee:

- Section 9.2 – Education & Children

DETAILED REPORT ATTACHED?

YES

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report.

Signed: **Wendy Walters** **Assistant Chief Executive (Regeneration & Policy)**

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	NONE	NONE	NONE	NONE	NONE	NONE

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below:

Signed: **Wendy Walters** **Assistant Chief Executive (Regeneration & Policy)**

1. Local Member(s) – N/A

2. Community / Town Council – N/A

3. Relevant Partners – N/A

4. Staff Side Representatives and other Organisations – N/A

**Section 100D Local Government Act, 1972 – Access to Information
List of Background Papers used in the preparation of this report:**

THESE ARE DETAILED BELOW:

Title of Document	File Ref No. / Locations that the papers are available for public inspection
Information@work Complaints Data	Not applicable