

MEETING:	LANGUAGE COMMITTEE
DATE:	JANUARY 15 2014
TITLE:	LANGUAGE COMPLAINTS
AUTHOR:	EQUALITY AND LANGUAGE OFFICER
PURPOSE OF REPORT:	PRESENT LATEST COMPLAINTS TO THE COMMITTEE

DATE	COMPLAINT	RESPONSE
October 2013	Complaint about electoral registration correspondence, with the English version most prominent as placed in the envelope	The Unit have responded to the complaint and contacted the complainant
November 2013	Complaint about pub licensing forms only being available in English- request for further information from the Welsh Language Commissioner	Contact the relevant Unit, who confirm that no current Welsh version is available. The Unit has already been in touch with the Government about this/ The matter referred to the language Commissioner, seeking further guidance
November 2013	Comments received from Menter Iaith Dyffryn Ogwen expressing concern over planning matters and the Welsh language and asking the Council to collect data and produce community planning strategies for the county's wards	The Regulatory Department providing a response outlining the statutory framework (note; a presentation on this was made to the Language Committee in October. The Menter invited to provide formal comments as part of the public consultation on the Draft Deposit Plan as part of the Joint Local Development Plan process
November 2013	Complaints over the use of 'Gaol Street' in a Flood Audit Report	Reminder to relevant Department that the Council's expectation is that Welsh versions of street names be used

DATE	COMPLAINT	RESPONSE
November 2013	Complaint about music lessons provided through schools- that some tutors' standard of Welsh is not high enough to ensure Welsh- medium lessons	The Department responding and acknowledging that it is difficult to recruit fully-fluent music experts, but emphasising the language support provided along with training on specialist terminology

DATE	COMPLAINT	RESPONSE