

MEETING:	LANGUAGE COMMITTEE
DATE:	APRIL 4 2014
TITLE:	LANGUAGE COMPLAINTS
AUTHOR:	EQUALITY AND LANGUAGE OFFICER
PURPOSE OF THE REPORT:	PRESENT LATEST LANGUAGE COMPLAINTS TO THE COMMITTEE

1. COMPLAINS THAT HAVE RECIVED FULL ATTENTION

- 1.1. A complaint was raised by an Elected Member, having been contacted by a Community Council regarding the poor standard of Welsh in an e-mail received from a member of Council staff. The member requested that that the Officer be offered Language Improvement training.
- 1.2. Following a conversation between the Equality and Language Officer and the Welsh Tutor, it was confirmed that the usual arrangement for lessons was for the Line Manager to nominate staff members in need of training.
- 1.3. The Line Manager was contacted, and it would appear that the officer in question is a Welsh speaker, but is not usually expected to correspond with the public as part of his day-to-day work: His Welsh-language skills are commensurate with his job description. It would appear that on this occasion, he wrote the e-mail to save time at a busy period for the department.
- 1.4. The Line Manager suggests that as such a situation is likely to occur often (if at all); the most proportionate response would be to remind staff of the need to check any message sent beyond the Council. He will be drawing staff's attention to this, and to the help available through CySill and the Council's Translation Unit. It should be noted that this solution complies with the requirements of the Welsh Language Scheme.
- 1.5. The complainants have been informed of the action taken.

1. COMPLAINTS AWAITING FULL RESPONSE

DATE	COMPLAINT	ACTION
March 2014	Complaint from a member of the public regarding the failure to provide first-contact Welsh response on four occasions at Dolgellau Leisure Centre (three telephone calls and one visit)	Provision and Leisure Senior Operational Manager aware of the complaint and preparing a report on the matter NB The Manager will be attending the Committee and will be available to provide a verbal update.

DATE	COMPLAINT	ACTION
March 2014	Complaint from a Member that the Planning Department are using the English address in correspondence	Contact the Department to remind them that it is expected that only the Welsh version be used in Council correspondence. Also enquire whether there may be a problem with data-bases and systems, making it more difficult to give priority to Welsh versions.