

MEETING:	LANGUAGE COMMITTEE
DATE:	JUNE 26, 2014
TITLE:	LANGUAGE COMPLAINTS
AUTHOR:	EQUALITY AND LANGUAGE OFFICER
PURPOSE OF THE REPORT:	TO PRESENT LATEST LANGUAGE COMPLAINTS TO MEMBERS.

DATE	COMPLAINT	RESPONSE
April 2014	Complaint from a member of the public who received a Housing Multiple Occupation Licence in English only	Following research, the Service confirmed that a mistake had been made which was contrary to expectations, and sent an apology to the complainant
April 2014	Complaint about incorrect Welsh used in an advertisement for Foster Carers	A draft (uncorrected) version was sent to the Daily Post by mistake. A corrected version was then sent and an apology sent out to the complainant
April 2014	Complaint regarding English response from Leisure Centre to a telephone enquiry	Matter receiving the Service's attention through the Language Champions Scheme- apology sent
Ebrill 2014	Complaint about Occupation Therapist's unwillingness to use the Welsh language	Further enquires suggest this is a language awareness issue. The Workforce Development Officer and Social Services' Training Unit will look at strengthening this element within the Council's Welsh lessons
Mai 2014	Complaint about English-only tender pack for re-surfacing road near school entrance	Although the contractor had requested English-medium technical documents, the Property Service accept the mistake and apologised that the tender presentation documents were not available bilingually. Also confirm staff have been made aware of the requirements