

MEETING:	LANGUAGE COMMITTEE
DATE:	OCTOBER 23 2014
TITLE:	LANGUAGE COMPLAINTS
AUTHOR:	EQUALITY AND LANGUAGE OFFICER
PURPOSE OF REPORT:	PRESENT LATEST COMPLAINTS AND UPDATE THE COMMITTEE

COMPLAINTS RELATION TO THE COUNCIL, PARTNERS OR THIRD PARTY ORGANISATIONS

DATE	COMPLAINTS	ACTION
June 2014	Complaint from a member of the public, presented through the Commissioner, regarding the fact that she was transferred by the Trading Standards Unit to a line where no Welsh speaker was available.	<p>It was explained that the provision of consumer advice is no longer a statutory function for the Council. The call was transferred to the CAB call centre (which is not funded by the Council).</p> <p>The company which provides this service for the CAB does offer a Welsh language service, but no Welsh speaker was available when this call was transferred.</p> <p>The Trading Standards Unit has raised this matter with the CAB, and has received confirmation that this will be discussed at the next contract review meeting.</p>
June 2014	Complaint that a member of the public had received an English-only letter from the Business Support Unit	<p>Having researched the matter, it would appear that the Unit responded through the medium of English to English correspondence which was sent to them (this complies with the Welsh Language Scheme).</p> <p>The situation was explained and a Welsh version of the letter was sent.</p>
July 2014	Complaint forwarded by the Commissioner regarding an English-only sign on the A487 near Groeslon	The relevant Unit have raised and resolved the matter with the contractor, re-emphasising the need for bilingual signage.

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July 2014	Complaint regarding the use of bilingual street names in Gwynedd	<p>Situation explained (according to the report made to the Language Committee on 11/10/12). Emphasised that the Council's policy is to prioritise Welsh names.</p> <p>It was noted that the Consultation Department is preparing a new Policy on street naming to be presented to the Language Committee in 2015.</p>
August 2014	Complaint regarding the lack of Welsh on the Pont Briwet open night	<p>Contact Department for comment: In order to ensure a sufficient level of expertise and to respond to the widest range of questions, it was necessary for a (non-Welsh speaking) representative from the contractor company to make a presentation.</p> <p>Since the presentation was to be made walking around the site, simultaneous translation was not suitable on this occasion. However, it was arranged that Welsh-speaking commentators from the Department were available to explain and respond through the medium of Welsh.</p>
October 2014	General complaint regarding problems with the Council's Welsh website and an English-only CCTV sign	Website team have made further enquiries to ascertain the problem and the relevant Unit are looking into whether the Council is responsible for the sign.
October 2014	Enquiry regarding the medium of swimming lessons	<p>Initial enquiries reveal that a local swimming club and not the Council is responsible for the particular lessons.</p> <p>The Department is in the process of establishing whether there is a contractual relationship with the club before proceeding.</p>