

MEETING:	LANGUAGE COMMITTEE
DATE:	JANUARY 29 2015
TITLE:	LANGUAGE COMPLAINTS
AUTHOR:	EQUALITY AND LANGUAGE OFFICER
PURPOSE OF REPORT:	PRESENT LATEST COMPLAINTS TO THE COMMITTEE

DATE	COMPLAINT	RESPONSE
October 2014	Complaint received through the Welsh Language Commissioner's Office on behalf of a Social Services user who received an English-only message	Social Services have researched the matter, identified the mistake and apologised. Confirmation received from the Commissioner's Office that they are satisfied with our reply and accept that this was a one-off incident, and not symptomatic of wider failings.
November 2014	Complaint regarding an English-only letter received from Social Services	Social Services have researched the matter, identified the mistake and apologised
November 2014	Complaint from former member of staff that he did not receive a Welsh-language P45	Finance Department looking into the complaint
December 2014	Complaint from a member of the public about a failure to act in accordance with the language of choice at a wedding ceremony	The Service has researched the matter, identified the mistake, taken steps to amend its procedures and apologised
January 2015	A complaint from a parent that a school distributed third party material that was in English only	The school has apologised and the external provider has also agreed to provide a bilingual version of the materials in the future