

MEETING:	LANGUAGE COMMITTEE
DATE:	23 APRIL, 2015
TITLE:	LANGUAGE COMPLAINTS
AUTHOR:	SENIOR MANAGER – DEMOCRACY AND DELIVERY
PURPOSE OF REPORT:	PRESENT LATEST COMPLAINTS TO THE COMMITTEE

DATE	COMPLAINT	RESPONSE
March 2015	A complaint through the Office of the Commissioner about a weakness in the provision by Cyd-Cymru to which the Council refers residents to try to save home energy costs	A reply was provided noting that this was not a Council service but that steps had been taken to ensure that as much of the service as possible was available through the medium of Welsh (all the steps bar one). We are awaiting the Commissioner's response.