

MEETING:	LANGUAGE COMMITTEE
DATE:	28 February
TITLE:	LANGUAGE COMPLAINTS
AUTHOR:	GWENLLIAN MAIR WILLIAMS LANGUAGE DEVELOPMENT OFFICER
PURPOSE OF REPORT	PRESENT THE MOST RECENT COMPLAINTS TO THE COMMITTEE.

COMPLAINTS RELATING TO COMPLIANCE WITH THE LANGUAGE STANDARDS (Received from the Language Commissioner's office)

DATE	COMPLAINT	RESPONSE
No completed complaints to report since last meeting		

COMPLAINTS RECEIVED DIRECTLY REGARDING SERVICES OR THE COUNCIL LANGUAGE POLICY

DATE	COMPLAINT	RESPONSE.
26/09/2016	Complaint received that an advert by Gwynedd Council and Communities First, advertising "Training Registration Day or Maesgeirchen Residents" had appeared in English only in the Daily Post.	An explanation was received from the relevant department noting the original text for the advert had been provided bilingually to the Daily Post by a member of the Communities First team. The Daily Post had designed the advert themselves. When a final proof version was sent to a member of staff it was in English only, but unfortunately, due to time constraints, the member of staff failed to notice that there was no Welsh version attached to the email and the proof was approved. When the manager realised that the advert was in English only, the staff member was asked to contact the Daily Post. It was agreed that both sides were to blame, and it was agreed to move forward by providing a bilingual advert of the same size in the paper the following week,
13/10/2016	CI1607 – Complaint regarding English only letters sent to a landlord regarding housing benefits of one of his tenants.	An apology and explanation was received from the relevant department noting that the letter had been sent in English only according to the language choice of the tenant in question. As a result of choosing to have their correspondence in English, any correspondence relating to their benefits were automatically sent in English only. However, the service did say that they would look at the computer system to see if they could differentiate between the language choice of the tenant and the landlord. In the short term, they would ensure that the landlord in question would receive Welsh copies of any correspondence relating to their tenants.

<p>9/11/2016</p>	<p>C11608 – Complaint received by Pwllheli Town Council that some street signs in the town remain in English only, despite an agreement with Gwynedd Council to name streets in Welsh only. The complainant referred to old correspondence with the Welsh Language Officer of Gwynedd Council that referred in particular to a Street Name Policy that was being developed by Ymgynghoriaeth Gwynedd Consultancy (YGC)</p>	<p>A little research was conducted to try and ascertain what the original agreement regarding street signs was between both councils. A copy was not found, and so there is uncertainty about the exact nature of the agreement, but information was received regarding the proposed street naming policy.</p> <p>A reply was sent to the town council explaining that the street naming Policy still existed in a draft form, and that it would be presented to the Language Committee in 2017. Further response will be sent following that.</p>