

<b>MEETING:</b>	<b>LANGUAGE COMMITTEE</b>
<b>DATE:</b>	18 JUNE, 2015
<b>TITLE:</b>	LANGUAGE COMPLAINTS
<b>AUTHOR:</b>	GWENLLIAN MAIR WILLIAMS GWYNEDD LANGUAGE DEVELOPMENT OFFICER (WORKPLACE)
<b>PURPOSE OF REPORT:</b>	PRESENT LATEST COMPLAINTS TO THE COMMITTEE

<b>DATE</b>	<b>COMPLAINT</b>	<b>RESPONSE</b>
<b>April 2015</b>	Complaint referred by Welsh Language Commissioner's Office regarding an English only sign in one of the Council run carparks in Caernarfon.	The relevant Service looked into the matter and found that the Welsh sign had disappeared overnight (more than likely stolen). There had been a delay in responding to the matter due to the absence of the responsible officer, but arrangements were made to get a replacement sign by the end of the same week. The Welsh Language Commissioner's office was contacted to explain background and confirm the problem had been rectified.
<b>April 2015</b>	Complaint by a member of the public after they received English only correspondence from Dŵr Cymru Welsh Water. The letter was sent as a result of correspondence from Gwynedd Council to Dŵr Cymru so the complainant was seeking confirmation about the language of the original letter from Gwynedd Council.	The relevant service was contacted and a copy of the original correspondence was sent to the complainant to confirm that Gwynedd Council had written to Dŵr Cymru bilingually and so acted according to the Language Scheme.
<b>April 2015</b>	Complaint by an officer in the Education Department regarding a letter received from the Special Educational Needs Tribunal for Wales that included incorrect and incoherent Welsh.	The officer in question contacted the Tribunal office directly to bring the matter to their attention and an amended letter was received within the week.
<b>April 2015</b>	Complaint by a member of the public that received a postal vote form in English only	The matter was referred to the Senior Manager responsible for the Electoral Unit. It was explained that the process of registering on-line happens

		through the website of central government in London. If a request is made for a postal vote, the form is sent directly as an attachment to the acknowledgment email, as it appears happened here. The Councils is not responsible for sending the form. On the other hand, if the Council receives a request directly, a bilingual form is sent to the applicant.
<b>May 2015</b>	Complaint by a member of the public about a Parking Enforcement Officer not able to speak Welsh.	The matter was referred to the Regulatory Department, and they apologised and responded to the complaint made, and abolished the parking ticket that was owed due to the special circumstances of the complainant at the time.
<b>June 2015</b>	Complaint by a local Councillor regarding English only signs on College Road, Bangor	The matter was referred to an officer in the Highways department who contacted the contractor, who in turn agreed to move the signs. They had not asked or received consent from the Council to use the signs