

MEETING:	LANGUAGE COMMITTEE
DATE:	18 OCTOBER 2018
TITLE:	Complaints and Investigations
AUTHOR:	Gwenllian Mair Williams Welsh Language Service Manager
PURPOSE OF REPORT	Present the latest complaints and investigations for the information of the members.

COMPLAINTS RELATING TO COMPLIANCE WITH THE LANGUAGE STANDARDS

1 complaint was received from the Welsh Language Commissioner regarding a Household Questionnaire that was not available in Welsh. We were able to confirm that the Council was not responsible for said questionnaire, and no further steps were taken.

We have 1 investigation ongoing.

Since the last meeting, we have submitted 2 requests for help from the Language Commissioner with matters where we are aware that we will not be able to comply with the Standards because of failings from external bodies to supply information and resources in Welsh.

COMPLAINTS RECEIVED DIRECTLY REGARDING SERVICES OR THE COUNCIL LANGUAGE POLICY

Department	Number of Complaints	Nature of the complaint
Environment Department	1	Planning documents not available in English
Corporate Support	1	Official address of the Council on the internet
Corporate Leadership Team	1	Online questionnaire not available in Welsh
Economy and Community	2	Business Loans conditions – a new business not using any Welsh Communities for Work leaflets not available in Welsh