| MEETING: | LANGUAGE COMMITTEE |
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| DATE: | 22 OCTOBER 2015 |
| TITLE: | LANGUAGE COMPLAINTS |
| AUTHOR: | GWENLLIAN MAIR WILLIAMS<br>LANGUAGE DEVELOPMENT OFFICER |
| PURPOSE OF REPORT | PRESENT THE MOST RECENT COMPLAINTS TO THE COMMITTEE |

## COMPLAINTS AGAINST THE LANGUAGE SCHEME

| DATE | COMPLAINT | RESPONSE. |
|---|---|---|
|  |  |  |
| **May 2015** | Complaint regarding an English only out of office message from a Councillor (on email). | It was confirmed that members are not accountable to the Language Scheme in the same way as officers of the Council, but a discussion was held regarding the need to give clear guidance to members on the expectation that they will communicate bilingually.. The complaint was drawn to the attention of the Councillor, who apologised and confirmed it had been a mistake.<br>A response was sent to the complainant and a reply was received accepting the explanation. |

## INFORMAL COMPLAINTS

| DATE | COMPLAINT | RESPONSE. |
|---|---|---|
|  |  |  |
| **July 2015** | Complaint regarding English only materials being used as part of a Public event in Fairbourne (Coastline Management Plant) | It was confirmed that Welsh versions of the reports and posters in question were available in Welsh.<br>A response was sent to the complainant, and the mater moved on to be a Freedom of Information case and is being dealt with by an Officer in the Freedom of Information department. |

| July 2015 | A complaint was referred regarding the lack of Welsh materials on a website that schools are referred to by the Welsh Government for guidance specialist advice on matters relating to outdoor activities (OEAP website) | It seems this matter had already been flagged by the Education Department in late 2014. A new enquiry was sent to the Education and Skills Department of the Government asking if there was any possibility of translating the main guidance material. A response was received from the Government explaining the reasons for not translating the materials. The response was sent to the Council in English only. |
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