

<b>MEETING:</b>	<b>LANGUAGE COMMITTEE</b>
<b>DATE:</b>	21 April 2016
<b>TITLE:</b>	LANGUAGE COMPLAINTS
<b>AUTHOR:</b>	GWENLLIAN MAIR WILLIAMS LANGUAGE DEVELOPMENT OFFICER
<b>PURPOSE OF REPORT</b>	PRESENT THE MOST RECENT COMPLAINTS TO THE COMMITTEE.

## FORMAL COMPLAINTS AGAINST THE LANGUAGE PLAN

DATE	COMPLAINT	RESPONSE.
<b>January 2016</b>	<i>Referred to the language unit for our information:</i> complaint that the Benefits department had sent out an English only letter to a member of the public.	The service manager had made enquiries and found that it was a mistake on the part of one of the officers. An apology was sent to the complainant, reassuring them that staff were given clear guidance in regards to responding to language choice, and giving a promise that forms will be sent in Welsh only in the future.

## INFORMAL COMPLAINTS

DATE	COMPLAINT	RESPONSE.
<b>February 2016</b>	<p>An enquiry was received about the linguistic clauses of the service agreements with two cafes that operate in Council owned buildings.</p> <ol style="list-style-type: none"> <li>Caffi Seibiant@Storiel The café owner had been posting on facebook advertising the business in English only.</li> <li>Café in Glaslyn Leisure Centre Complaint about English speaking staff</li> </ol>	<p>The current contracts with both cafes were read. Both included a clause that asked staff to be bilingual and that the owners display bilingual signs and poster. The contracts did not specify the use of the Welsh language in promotion and advertising.</p> <p>An enquiry had also been received by members of Menter Iaith Bangor. It was decided best to deal with the matter informally, and a visit was paid to the café. The owner was aware of the complaints and confirmed that the museum staff we're helping her with easy translations for signs and menus. Iaith Gwaith resources were provided for the staff and a short language awareness session was organised. 5 members of staff attended the session, and the museum staff and Menter Iaith Bangor will be able to give support in the longer term.</p> <p>A letter has been sent to the owners of the lease, reminding them of the clauses of the service agreement. No reply has been received so far, but there will need to be a further conversation with the Leisure service manager to agree on a way forward if there is no change.</p>
<b>February 2016</b>	Enquiry regarding the use of an English place name on an OS map (Black Rock Sands).	Having made initial enquiries, it is not clear when the English name was approved. The OS could only confirm that after the initial query in January

	<p>The enquirer had contacted the OS to ask why the English name was being used rather than a Welsh one, and the OS had replied saying that Gwynedd Council had confirmed that the English name was the name commonly used locally.</p>	<p>2016, one of their Data Investigation team had contacted Gwynedd Council, and got a confirmation that the “English spelling was the one in common usage”. OS could not confirm who the officer had spoken to, but it seems they had taken the confirmation of the name as confirmation that the use of the English name was acceptable.</p>
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