



How to behave when making a complaint

What we do if someone's behaviour is unacceptable

The **Welsh Language Commissioner** wrote this document. It is an Easy Read version of 'The **Welsh Language Commissioner's Policy on Unacceptable Behaviour by Complainants**'.

January 2025

How to use this document



This is an easy read document. You may still need support to read it. Ask someone you know to help you.



Words in **bold blue writing** may be hard to understand. You can check what the words in blue mean on **page 17**.



Comisiynydd y
Gymraeg
Welsh Language
Commissioner

Where the document says **we**, this means the **Welsh Language Commissioner**. For more information contact:

Website: www.welshlanguagecommissioner.wales

Email: post@cyg-wlc.wales

Phone: 0345 6033 221



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About us



We are the team who work with and for the **Welsh Language Commissioner**.



The **Welsh Language Commissioner** is a person who stands up for the Welsh language.



Our main aim is to help more people use the Welsh language.



We do this by telling people that the Welsh language is important in Wales.



We check organisations follow the rules on how to use the Welsh language. This will help Welsh speakers have more rights.

The 2 main ideas that are important in our work are:



1. The Welsh language should not be treated worse than the English language in Wales.



2. People in Wales should be able to use the Welsh language in their lives if they want to.

About this policy



This policy says how we will deal with people who behave in **unacceptable** ways when making a **complaint**.



Unacceptable mean something that is wrong and should not be done.



A **complaint** is when you tell an organisation or person that they have done something wrong.



This includes **complaints** made about:

- An organisation's or person's use of the Welsh language.
- Our work.

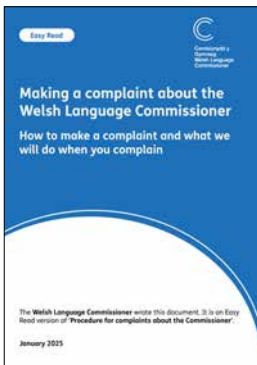


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This leaflet explains:

- What we think is **unacceptable** behaviour.
- What we will do if someone's behaviour is **unacceptable**.



You can find out how to make a **complaint** to us in our leaflet called **Making a complaint about the Welsh Language Commissioner**.



Some **complaints** are about organisations that should be following the **Welsh Language Standards**.



For these types of **complaints** please also read our **Enforcement Policy**.

What is unacceptable behaviour



If you **complain** to us, you have the right to feel things like:

- cross
- upset
- disappointed
- or angry.



When you **complain** to us you are allowed to:

- Say how you feel.
- Expect us to deal with your **complaint**.



We expect our staff to be treated with kindness and respect.



There are some things that are **unacceptable**. These are things like:

- Being **aggressive** or giving **abuse**.

Aggressive means when someone is ready or likely to be violent because of anger.

Abuse is when someone hurts you or treats you badly.

- Asking us to do something we cannot do.
- Keep asking the same thing.
- Not accepting an answer we have given.

Being aggressive or abusive



This includes things like:

- Hurting someone.
- Threatening to hurt someone.
- Saying or writing something that makes someone feel frightened.
- Calling someone names.
- Lying about someone.

Asking us to do something we cannot do



This includes things like:

- Asking us to reply or sort things out quicker than is possible.
- Asking for us to tell you private information.
- Asking to speak to someone who is not involved or available.



- Keep changing your mind about what your **complaint** is.
- Complaining about something that is not to do with our work.



These things are unreasonable when they take up too much of our time. And stop us doing our work.

When you keep asking the same thing



Asking for the same thing or not accepting an answer can be **unacceptable**. This includes things like:

- Making the same **complaint** again and again without any new information.
- Refusing to accept an explanation.
- Refusing to accept a decision we have made about a **complaint**.

What we do when someone's behaviour is unacceptable



Very few people who **complain** do things that are **unacceptable**.



What we do will depend on what the behaviour is.



If your behaviour is **unacceptable**, we may only let you contact us in a certain way. For example:

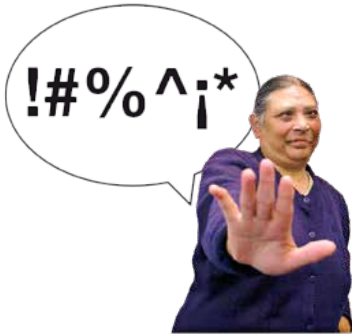
- By writing to us.
- Emailing us.
- Phoning us.
- Or meeting with us.



This is called **limiting contact**.

Limiting contact is when we only let someone contact or communicate with us in certain ways.

Limiting contact



If a member of our staff feels someone is being **abusive** or **aggressive**, they can decide straight away to **limit contact**.



When it is not urgent, if we decide to **limit contact**, we will write to tell you what we have decided.



We will try to let you have at least one way of contacting us. But in some serious cases, we may ask you to contact us through another person or organisation.



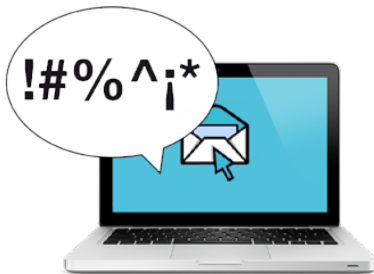
If we have sorted out a **complaint** but you keep contacting us about the same thing, we may say we will not accept your **complaint** again.



If someone is **aggressive** or **abusive** we may report this to the police.



If someone hurts or threatens to hurt someone, we will report them to the police.



If someone sends us an **abusive** letter or email, we will tell them that we will not help them if they carry on being **abusive**.



We will end phone calls if someone is **abusive** or **aggressive** on the phone.

When someone disagrees



When someone has **limited contact** with us, they may disagree with our decision to do that.



They can ask us to think again about our decision to **limit contact**. Another member of our staff will look at what has happened and make a decision.



We will write to tell you if we think:

- We made the right decision and will **limit contact** in the same way.
- Our first decision was wrong and what the new decision is.



Keeping up to date



When we decide to **limit contact**, we will keep you up to date with what happens.



If someone stops their **unacceptable** behaviour, we may decide to stop **limiting contact**.

Keeping information



We keep information about all **unacceptable** behaviour and when we decide to **limit contact**.



You can phone us on 0345 6033 221 and ask to speak to our Governance Officer.

Contact us



Email: post@cyg-wlc.wales



Phone: 0345 6033 221



Post: Welsh Language Commissioner
Unit 2, Block C
Victoria Dock
Caernarfon
LL55 1TH



X: [@ComyGymraeg](https://twitter.com/ComyGymraeg)



Instagram: [@ComyGymraeg](https://www.instagram.com/ComyGymraeg)



Facebook: [ComisiynyddyGymraeg](https://www.facebook.com/ComisiynyddyGymraeg)



LinkedIn: [Comisiynydd y Gymraeg/ Welsh Language Commissioner](https://www.linkedin.com/company/comisiynydd-y-gymraeg-welsh-language-commissioner)



Website: www.welshlanguagecommissioner.wales

Hard words

Abuse

Abuse is when someone hurts you or treats you badly.

Aggressive

Aggressive means when someone is ready or likely to be violent because of anger.

Complaint

A complaint is when you tell an organisation or person that you think they have done something wrong.

Limiting contact

Limiting contact is when we only let someone contact or communicate with us in certain ways.

Unacceptable

Unacceptable means something that is wrong and should not be done.