

Easy Read



Comisiynydd y
Gymraeg
Welsh Language
Commissioner

Making a complaint about the Welsh Language Commissioner

How to make a complaint and what we will do when you complain

The **Welsh Language Commissioner** wrote this document. It is an Easy Read version of '**Procedure for complaints about the Commissioner**'.

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 19**.



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



[Easy Read Wales](#) made this document into Easy Read using **Photosymbols**. [To tell us what you think about this easy read version, click here.](#)

[Photosymbols Licence number 403527247](#)

Contents

About us	4
Complaints.....	6
What we do when you make a complaint.....	12
If you are still not happy.....	17
Contact us.....	19
Hard words	20

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.

Complaints



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

What can I complain about



Comisiynydd y
Gymraeg
Welsh Language
Commissioner



This leaflet tells you about how to make a **complaint** about us.

This leaflet does **not** tell you how to make a **complaint** about:

- The way another organisation uses or does not use Welsh.
- If you feel someone is stopping you from being able to you use Welsh.



Who can make a complaint?



You can **complain** to the Welsh Language Commissioner if you have asked us to do something and you are not happy with what we have done.



If you make a **complaint** for someone else, we will ask them for their permission for you to **complain** for them.

How to make a complaint



There are lots of ways you can let us know about your **complaint**.



You can make a **complaint** to the member of our staff you are already in contact with.



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



You can email us at post@cyg-wlc.wales.



You can write to us at:

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

When to make a complaint



It is best to **complain** as soon as possible after something has happened.



You do not have to **complain** the same day, but do not wait for weeks. If you leave it too long it is harder for us to make things right.



If you wait over 1 year before you make a **complaint** you must have a really good reason for leaving it so long.



If you wait over 3 years before you make a **complaint**, we will not be able to help at all.

What we expect from you



We know that when someone is cross or upset, they may say or do things they would not normally do.



We believe that anyone who is unhappy with our work has the right to make a **complaint** and be listened to.



When you make a **complaint** to us, we do expect you to be polite to our staff.



We have another leaflet about how we expect people to behave when they make a **complaint**. It is called **How to behave when making a complaint**.

Communicating with you



When you make a **complaint** to us, we will ask you how you would like us to communicate with you.



You can ask for things like:

- Easy Read letters and information
- Large print letters and information
- Telephone calls or meetings
- Braille
- Sign language

What we do when you make a complaint



There are 2 ways we can deal with your complaint.



Some **complaints** are simple, or easy to deal with. We will deal with these with **Stage 1**.

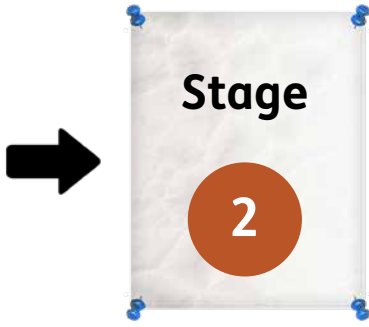


Some **complaints** are more serious, complicated, or harder to deal with. We will deal with these with **Stage 2**.

Stage 1



If you are already dealing with a staff member, they will try to sort the issue straight away. If they cannot, our Governance Officer will.



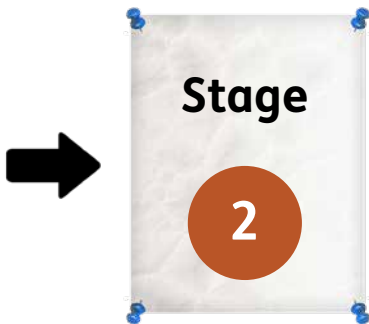
If your **complaint** is serious they can start **stage 2** straight away.



We will tell you that we know about your **complaint** within 5 working days.



We will try to deal with your **complaint** within 15 working days.



If we cannot help with your **complaint** we will tell you why and let you know that you can ask for **Stage 2**.



If we learn something from your **complaint** that will help us work better in the future, we will tell a Director about it.

Stage 2



Within 5 working days we will tell you that we know about your **complaint** and how we will deal with it.



We will tell you who will deal with your **complaint**. They will start a formal review.



Sometimes we ask someone who does not work for the Welsh Language Commissioner to deal with **complaints**.



We will tell you what we think about your **complaint** so you can check if we have understood you properly.



If we think there is a simple way to make things better we will tell you straight away. If you are happy with what we suggest, we will do that, and your **complaint** will end.



We usually deal with **complaints** in 20 working days. If we need more time to deal with your **complaint** we will:

- tell you why we need more time
- tell you how much more time we need
- tell you how we have dealt with your **complaint** so far
- keep you up to date with how we are dealing with your **complaint**.



Sometimes we may ask to meet you to talk about your **complaint**.



The person who is dealing with your **complaint** will look at lots of things to understand what has happened. This includes:

- emails and letters
- notes and files on our work with you
- our own policies
- what the law says.

Telling you what we decide



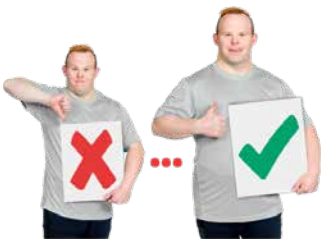
When we have looked at your **complaint** under **stage 2** we will tell you what we have found out.



We will tell you in the way you asked us to. This is explained in the section called **Communicating with you** on **page 10**.



If we did something wrong, we will tell you how this happened and say sorry. If we did not do something for you that we should have done, we will do it for you.



If your **complaint** made us think we can improve how we work, we will change how we work so it does not happen again. We will tell you about this.

If you are still not happy



If we are not able to make things better you can make a **complaint** about us to the **Public Services Ombudsman for Wales**.



The **Public Services Ombudsman for Wales** is an organisation that deals with **complaints** about organisations that provide services to the public, like:

- Councils
- Health Services
- and the Welsh Language Commissioner.

You can contact and find out more about the **Public Services Ombudsman** for Wales by:



Post:

Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae
Pencoed
CF35 5LJ



Phone: 0300 790 0203



Email: ask@ombudsman.wales



Website: www.ombudsman.wales

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

Complaint

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