

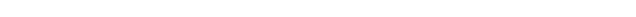


Comisiynydd y  
Gymraeg  
Welsh Language  
Commissioner

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# Procedure for complaints about the Commissioner

Complaints procedure for acts or omissions relating to the exercise of the Commissioner's functions in accordance with section 14 of the Welsh Language (Wales) Measure 2011.



## Background

The principal aim of the Welsh Language Commissioner, an independent organisation established under the Welsh Language (Wales) Measure 2011, is to promote and facilitate the use of Welsh. This entails raising awareness of the official status of the Welsh language in Wales and imposing standards on organisations. This, in turn, will lead to the establishment of rights for Welsh speakers.

There are four principles that underlie the Commissioner's work, namely:

- The official status of the Welsh language in Wales
- The duties to use Welsh which are (or may be) imposed by law, and the rights which arise from the enforceability of those duties
- That the Welsh language should be treated no less favourably than the English language in Wales;
- Persons in Wales should be able to live their lives through the medium of the Welsh language if they choose to do so.

Contact details:

- Tel: 0345 6033 221
- Email: [post@cyg-wlc.wales](mailto:post@cyg-wlc.wales)
- Website: [welshlanguagecommissioner.wales](http://welshlanguagecommissioner.wales)

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

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# 1 Introduction

- 1.1 Anyone can submit a concern or complaint to the Welsh Language Commissioner. Where possible, we will rectify any errors we may have made and provide any service you are entitled to receive which hasn't been provided. If we have done something incorrectly, we will apologise and, where possible, seek to remedy it. We also try to learn from our errors and use the information gleaned to improve our services.
- 1.2 This procedure has been prepared in accordance with section 14 of the Welsh Language (Wales) Measure 2011 and explains how we respond to a concern or complaint about how we have acted or failed to act.

## 2 When should this procedure be used?

- 2.1 This procedure applies if you want to complain about the Commissioner as an organisation, in terms of how the Commissioner has acted or has failed to act.
- 2.2 There is a separate process for complaining about an organisation's use or lack of use of Welsh, or if you feel that someone has interfered with your freedom to use Welsh.
- 2.3 There is a separate process for making a data subject request or a freedom of information request.
- 2.4 If you contact us regarding a matter where you have a statutory right of appeal through a separate process, we will explain to you how to do this.
- 2.5 If you raise a concern about matters that are the responsibility of another body, we will let you know how to contact them.

## 3 How to complain

- 3.1 You can let us know about your complaint in any of the following ways:
  - You can complain to the officer you are already in contact with.
  - By telephone to the Governance Officer, our point of contact for complaints about the organisation, by calling 0345 6033 221.
  - Send an email to: [post@cyg-wlc.wales](mailto:post@cyg-wlc.wales)
  - By sending a letter:

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- 3.2 As a rule, we can consider your concerns only if you inform us within 12 months of the date of the issue. This is because it is better to investigate your concerns whilst the issues are still fresh in everyone's mind.
- 3.3 We will consider concerns brought to our attention later than this only under exceptional circumstances. You will have to provide powerful reasons to explain why you did not inform us of your concern sooner, and we will need sufficient information regarding the issue in order to consider it appropriately. We will not consider any concerns about issues which occurred more than three years ago under any circumstances.
- 3.4 If you are expressing a concern on behalf of someone else, we will need their permission for you to act on their behalf.
- 3.5 Copies of this procedure are also available in Welsh. If you need additional support, we will try to put you in touch with someone who can help.

## 4 Dealing with your complaint

- 4.1 We will ask you to state your preferred method of contact and whether you have specific requirements, for example, a disability. We will ensure that you are not disadvantaged in future dealings with us because you have expressed a concern or complaint.

### Stage 1 – Informal resolution

- 4.2 Where possible, we believe it is better to deal with issues at once rather than try to resolve them later. If you are already dealing with an officer about a matter related to your complaint, that officer will try to resolve the matter informally where possible. If it is not possible or appropriate for that officer to deal with the matter, the Governance Officer will do so. They will acknowledge receiving your complaint within **5 working days** and will try to resolve the issue within a further **10 working days**.
- 4.3 If there are lessons to be learnt from your concern, these will be brought to the attention of the relevant Director.
- 4.4 If the member of staff is unable to offer a solution, they will explain why, and you can then request a formal review.
- 4.5 In serious cases, Stage 2, conducting a formal review, may be initiated immediately.

### Stage 2 – Formal review

- 4.6 We will acknowledge your complaint formally within **5 working days** of receiving it, or from when you request a formal review, and we will inform you how we intend to deal with it.
- 4.7 We will appoint an Investigating Officer who was not involved in Stage 1 (where applicable) to carry out the formal review. In serious cases, we may ask an independent investigator to deal with the issue.

- 4.8 The Investigating Officer will present their understanding of your concerns and ask you to confirm that they have understood properly. The Investigating Officer will also ask you to tell them what outcome you hope to get.
- 4.9 The Investigating Officer will usually need to see the information we have that is relevant to your complaint. If you do not wish this to happen, it is important that you inform us.
- 4.10 If there is a simple solution to your problem, the Investigating Officer may ask you whether you are happy to accept it. For example, if you have requested a service and we can see immediately that you should have received it, they will offer to provide the service rather than conduct an investigation and prepare a formal response.
- 4.11 The Investigating Officer will try to resolve concerns as quickly as possible and we would usually expect to conduct a formal review within **20 working days**. If your complaint is more complex, the Investigating Officer will:
- Inform you within this period why the investigation could take longer;
  - Tell you how long they expect it to take;
  - Inform you of their progress with the investigation; and
  - Keep you regularly updated, including informing you of any developments which are likely to change the original schedule.
- 4.12 The Investigating Officer will try to establish the facts first. The scope of this investigation will depend on the complexity and seriousness of the issues you have raised.
- 4.13 In some cases, the Investigating Officer may ask for a meeting to discuss your concerns.
- 4.14 The Investigating Officer will consider relevant evidence. This could include files, notes of conversations, letters, e-mails or anything relevant to your particular concern. If necessary, they will speak to staff or others involved in the issue and examine our policies and any legal rights and guidance.

### **The outcome**

- 4.15 If a formal review of your complaint has been conducted, the Investigating Officer will inform you of the findings through your chosen method of communication. If necessary, a full report will be produced. The Investigating Officer will explain how and why they arrived at their conclusions.
- 4.16 If we find that we are at fault, we will tell you what happened and why. We will demonstrate how the error affected you. If we were at fault, we will always apologise.
- 4.17 If we find any shortcoming in our systems or our way of working, we will inform you of that shortcoming and how we propose to change in order to prevent a reoccurrence.

4.18 If we have failed to provide a service you should have received, we will try to provide it where possible. If we have failed to do something to the expected standard, we will try to remedy that.

## 5 What we expect from you

5.1 Individuals may behave or act out of character when they are experiencing difficulties or if they are worried about something. Every individual has the right to be heard, understood and respected; the Commissioner's officers also have these rights. The Commissioner has a separate policy which sets out how the Commissioner will deal with any individual who behaves or acts in a way we consider unacceptable.

## 6 The Ombudsman

6.1 If we fail to resolve your complaint, you can take your complaint to the Public Services Ombudsman for Wales. The Ombudsman is independent and can investigate your complaint if you believe that you:

- have been treated unfairly or have received a poor service due to a shortcoming on our part;
- have been personally disadvantaged due to a failure in the service; or
- have been treated unfairly.

6.2 The Ombudsman expects you to bring your concerns to our attention first and give us an opportunity to rectify things. You can contact the Ombudsman using the following contact details:

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

Tel: 0300 790 0203

Email: [ask@ombudsman.wales](mailto:ask@ombudsman.wales)

Website: [www.ombudsman.wales](http://www.ombudsman.wales)

## 7 Learning Lessons

7.1 We will take your concerns and complaints seriously and try to learn from any errors made.

7.2 Where change is needed, we will prepare an action plan identifying what we will do, who will do it and by when we propose to do it.