

MEETING:	LANGUAGE COMMITTEE
DATE:	JUNE 28, 2012
TITLE:	LANGUAGE COMPLAINTS
AUTHOR:	EQUALITY AND LANGUAGE OFFICER
PURPOSE OF THE REPORT:	TO PRESENT LATEST LANGUAGE COMPLAINTS TO MEMBERS.

1. COMPLAINTS AGAINST THE COUNCIL

DATE	COMPLAINT	RESPONSE
March 2012	Complaint by a member of the public about the standard of Welsh in a letter received from Highways and Municipal in response to another complaint	Department responding in full to the complaint, and apologising for not complying with the requirements of the Language Scheme
April 2012	Complaint from a member of the public regarding a bilingual recycling calendar, expressing a wish that the Welsh and English be published apart	Department responding and pointing out publication requirements of Welsh Language Scheme
May 2012	Complaints from staff about the North Wales Desktop Software Questionnaire; where the English version appeared before the Welsh	Questionnaire produced by Denbighshire Council, but staff within Gwynedd's Human Resources and IT Departments made aware that the Language Scheme requires the Welsh to appear first
May 2012	Complaint from member of staff that a advertisement for the post of Breakfast Supervisor did not note required language skills	Education Department researched the complaint and concluded that the wrong template was used in this case. It can be confirmed that the post did have Welsh language requirements
May 2012	Complaint from member of the public about English-only correspondence regarding swimming lessons	Normally, letters are sent bilingually, but in this instance, a mistake occurred. The letters have been re-designed so that the Welsh and English versions appear together

DATE	COMPLAINT	RESPONSE
May 2012	Complaint from staff member that the Council's Cycling Scheme included a link to an English-only website	Website was fully bilingual by the time of its official launch. However, it was made clear that all such websites should not be available until they are fully bilingual
June 2012	Complaint from a (non Welsh-speaking) member of the public regarding a Welsh language message on answer phone	Social Services and Housing currently looking into the complaint
June 2012	Complaint from a Member regarding English-only signage by the works being undertaken on the One-Stop-Shop at Council Headquarters	Signs put up by the contractor rather than the Council itself. They were reminded of the contract requirement to provide bilingual signage and told to take down the signs

2. COMPLAINTS ABOUT OTHER ORGANISATIONS

DATE	COMPLAINT	RESPONSE
April 2012	Complaint regarding English-only correspondence from the Welsh Government's Rural Programmes Team	Economy and Community Department contacting the Team to express their disappointment
June 2012	Complaint from staff regarding a request for bilingual, as opposed to Welsh correspondence from CAFCASS	The relevant officer contacting the organisation, pointing out the requirements of Gwynedd's Language Scheme: Awaiting further information

3. OTHER MATTERS

Following enquiries from Menter Iaith Dyffryn Ogwen and Pwllheli Town Council regarding new commercial developments' use of the Welsh language, the Language Development Officer and Equality and Language Officer consulted upon language conditions with the Planning Department and supported correspondence pressing upon companies to give full consideration to Welsh language needs.

A complaint was also received from Llanystumdwy Community Council regarding Welsh language services provided by Victim Support. The Community Council's comments were supported by correspondence from the Language Promotion Officer to Victim Support, outlining the linguistic profile of the area, and suggesting useful contacts to help improve their Welsh language provision.

Following the previous Committee, a meeting will need to be arranged with Padarn bus company.