

<b>MEETING:</b>	<b>LANGUAGE COMMITTEE</b>
<b>DATE:</b>	<b>JANUARY 17 2013</b>
<b>TITLE:</b>	<b>LANGUAGE COMPLAINTS</b>
<b>AUTHOR:</b>	<b>EQUALITY AND LANGUAGE OFFICER</b>
<b>PURPOSE OF REPORT:</b>	<b>PRESENT LATEST COMPLAINTS TO THE COMMITTEE</b>

## 1. COMPLAINTS AGAINST THE COUNCIL

<b>DATE</b>	<b>COMPLAINT</b>	<b>RESPONSE</b>
<b>September 2012</b>	Complaint about an English-only Design and Access Statement for a planning application from the Highways and Municipal Department to Snowdonia National Park	Department confirming that they have sent directions that all such materials are to be produced bilingually, be that an internal application or the work of consultants on behalf of the Department
<b>October 2012</b>	Complaint that Leisure Centres give out English-only swimming certificates. N.B. the Amateur Swimming Association (ASA) is responsible for the certificates, not the Council. The Department has been pressing for bilingual certificates for some time, but to no avail until now	The Department have now received confirmation from the ASA that bilingual certificates will be available from Easter 2013
<b>October 2012</b>	Complaint about English-only Criminal Record Bureau form being sent out	The mistake probably occurred because the forms were about to be changed, and there weren't enough Welsh copies. This has been rectified, and there are sufficient Welsh copies
<b>November 2012</b>	Complaint about the use of "Caernarvon" on a road sign by the A55	Mistake has been rectified
<b>November 2012</b>	Complaint that a new parking machine does not offer electronic instructions through the medium of Welsh	The Service noting that the machines allow a change and choice of language

DATE	COMPLAINT	RESPONSE
November 2012	Complaint about English names appearing on planning maps	Maps produced through GIS system, but an appropriate Welsh language layer will shortly be available

## 2. COMPLAINTS AGAINST OTHER ORGANISATIONS

DATE	COMPLAINT	RESPONSE/ UPDATE
October 2012	2 complaints by members of the public regarding incorrect Welsh signage outside the B&M shop in Bangor	Pass the complaint to the Welsh Language Commissioner
October 2012	Complaint/ enquiry regarding Cartrefi Cymunedol Gwynedd's recruitment and interviewing arrangements	Confirm CCG's Language Scheme requirements: Enquiry not taken further as it was based on another person's reporting
November 2012	Complaint about Beddgelert Community Council's ( Welsh-only) language provision	Explain that Community Councils are independent of the Council, and direct the individual to the Welsh Language Commissioner for further information

## 3. UPDATE

### a) Padarn Buses

The company's Manager was not available for meeting at time of publication.

### b) Message filtering system

IT Unit have found a way of presenting the messages bilingually and this will be put into action as soon as possible.

### c) Markets and the use of the Welsh language

Pwllheli, Caernarfon and Porthmadog markets are managed by the Council under contract. It would appear that there is no reference to the Welsh language in the current conditions (which were drawn up some time ago). The Public Protection Unit has agreed to look at imposing conditions where the Council contributes to any advertising costs.