

<b>MEETING:</b>	<b>LANGUAGE COMMITTEE</b>
<b>DATE:</b>	13 October 2016
<b>TITLE:</b>	LANGUAGE COMPLAINTS
<b>AUTHOR:</b>	GWENLLIAN MAIR WILLIAMS LANGUAGE DEVELOPMENT OFFICER
<b>PURPOSE OF REPORT</b>	PRESENT THE MOST RECENT COMPLAINTS TO THE COMMITTEE.

**COMPLAINTS RELATING TO COMPLIANCE WITH THE LANGUAGE STANDARDS (Received from the Language Commissioner's office)**

<b>DATE</b>	<b>COMPLAINT</b>	<b>RESPONSE</b>
<b>No completed complaints to report since last meeting</b>		

**COMPLAINTS RECEIVED DIRECTLY REGARDING SERVICES OR THE COUNCIL LANGUAGE POLICY**

<b>DATE</b>	<b>COMPLAINT</b>	<b>RESPONSE.</b>
<b>12.07.16</b>	Letter received in English from a Leisure Centre regarding swimming lessons.	Apologies sent from the Services manager and an explanation that it had been an administrative error and reassuring the complainant that officers would be reminded of the requirements regarding bilingual correspondence and that systems would be reviewed to ensure no reoccurrence.