

## WELSH LANGUAGE STANDARDS – HOW CAN YOU COMPLAIN?

### Arrangements for dealing with Welsh language complaints, Books Council of Wales

The Council has a specific responsibility to act and report on complaints which relate to its duty to comply with the Welsh Language Standards.

#### 1. What constitutes a complaint?

The Standards set specific requirements for how the Council uses the Welsh language when dealing with its staff, clients and the public.

The Standards are divided into 5 classes:

**Service Delivery Standards, Implementation, Policy Making, Recording, Promotion**

Language complaints are defined, therefore, as any complaint that relates to the lack of Welsh language provision or cases where the Welsh language has been treated less favourably than (or inferior to) English.

#### 2. Receiving complaints

A complaint can be lodged:

- By using the Corporate Complaints process and emailing [castellbrychan@books.wales](mailto:castellbrychan@books.wales)
- By using the Council's central telephone number – 01970 624151
- You can submit a complaint in writing or orally, and complaints received in Welsh or English will not be treated differently.

#### Complaints relating to the Welsh Language Standards:

We encourage the public to contact the Council in the first instance if they have any doubts that the Council is not acting in a way that is in line with the principles of the Welsh Language Standards and Measure 2011, but it is also possible to send complaints about the Language Standards directly to the Welsh Language Commissioner. Details about the complaints arrangements can be seen on their website: [Welsh Language Commissioner](#)

#### Responsibility for monitoring and dealing with language complaints

The Council will deal with language complaints in the same way as it deals with any service complaint, and follow the corporate procedure.

The Corporate Complaints Policy is available [here](#).

We will deal with any complaints under the different classifications of Standards in the same way, and complaints received in Welsh or English will not be treated differently in terms of response.

The Council has a specific responsibility to monitor language complaints, and will report on the number of complaints received each year in its annual report on the

implementation of the Welsh Language Standards, which is published on the Council's website and monitored by the Welsh Language Commissioner.

**3. The procedure – how will we deal with the complaints once received? If you submit a formal complaint/concern, this is what will happen:**

We will formally acknowledge receipt of your concern within 3 working days and let you know how we intend to deal with it.

We will deal with your concern openly and honestly.

We will try to resolve concerns as quickly as possible and expect to deal with the vast majority within 10 working days. If your complaint is more complex, we will let you know within this period why we think it may take longer to investigate.

We will outline our understanding of the situation and your concerns, and ask you to confirm that we are correct, or ask you to give us more information if it is not clear to us from the original complaint what the cause may be.

We will update you regularly on any developments.

We will ensure that any steps we have taken, or intend to take, are ones that you are satisfied with and that try to prevent the same situation from arising again.

**Informal resolution**

If possible, we believe it is best to deal with things straight away. If you have a concern, discuss the concern with the person you are dealing with. They will try to resolve the issue for you on the spot. If there are any lessons to be learned from dealing with your concern, the member of staff will be able to let us know about them. If the member of staff cannot help, they will explain why and you can then ask for a formal investigation.

**4. What if you are not satisfied with our response?**

If you are not happy with the way we have dealt with your concern, or you feel that we have not taken appropriate steps to resolve the situation, you have the right to contact the Welsh Language Commissioner.

**5. Training**

Staff dealing with complaints will receive general training on the proper way to relate to complaints.

These staff also be aware of the Books Council's complaints procedure and in particular the procedures relating to Complaints regarding compliance with the Welsh Language Standards.

These staff will be aware of how to cross reference any compliant to the Language Standards requirements and the best places to seek advice.