

Making a complaint about the Welsh Language Commissioner

How to make a complaint and what we will do when you complain



The Welsh Language Commissioner wrote this document.
It is an easy read version of '**Complaints procedure about
acts or omissions relating to the exercise of the
Commissioner's functions.**'

April 2022

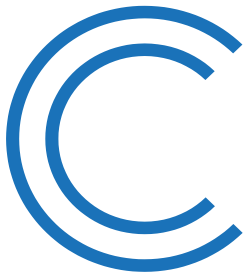
How to use this document



This is an easy read document. But you may still need support to read it. Ask someone you know to help you.



Words in **bold blue writing** may be difficult to understand. You can check what all the words in blue mean on **page 17**.



Where the document says **we**, this means the **Welsh Language Commissioner**. For more information contact:

Website

www.welshlanguagecommissioner.wales

E-mail

post@cyg-wlc.wales

Phone

0345 6033 221



Easy Read Wales made this document into easy read by using **Photosymbols**. To tell us what you think about this easy read version, [click here](#).

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What is the Welsh Language Commissioner



The Welsh Language Commissioner is an organisation set up to help the Welsh language to be used more in Wales.



We raise awareness about Welsh.

We make sure organisations follow the rules on when and how they use Welsh.



We believe the Welsh language should be treated as well as the English language.



We believe that people in Wales should be able to do things in their life speaking and using Welsh if they want.



The Welsh Language Commissioner was set up by the laws made in the Welsh Parliament.



Everything this leaflet says follows the laws written in the Welsh Language (Wales) Measure 2011.

Complaints



A **complaint** is when you tell an organisation or person that they have done something wrong.

What can I complain about



This leaflet tells you about how to make a **complaint** about something the Welsh Language Commissioner has done, or not done.



This leaflet does not tell you how to make a **complaint** about other organisations not using or letting you use Welsh.

Who can make a complaint?



You can **complain** to the Welsh Language Commissioner if you have asked us to do something and you are not happy with what we have done.



If you make a **complaint** for someone else, we will ask that person if they are happy for you to complain for them.

How to make a complaint



There are lots of ways you can let us know about your **complaint**.



You can make a **complaint** to the member of our staff you are already in contact with.



You can phone us on 0345 603321 and ask to speak to our Senior Governance Officer.



You can email us at post@cyg-wlc.wales

You can write to us at:

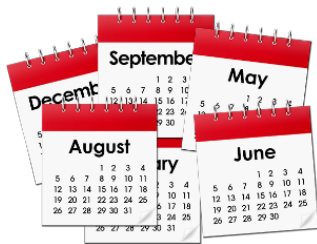


Welsh Language Commissioner
Market Chambers
5-7 St Mary Street
Cardiff
CF10 1AT

When to make a complaint



It is best to complain soon after something has happened.



You do not have to **complain** the same day, but do not wait for weeks.

If you leave it too long it is harder for us to make things right.



If you wait over 1 year before you make a **complaint** you will have to have a really good reason for leaving it so long.

If you wait over 3 years before you make a **complaint** we will not be able to help at all.

What we expect from you



We know that when someone is cross or upset they may say or do things they would not normally do.



We believe that anyone who is unhappy with our work has the right to make a **complaint** and be listened to.



When you make a **complaint** to us, we do expect you to be polite to our staff.



We have another leaflet about how we expect people to behave when they make a **complaint**.

It is called “**How to behave when making a complaint**”.

Communicating with you



When you make a **complaint** to us, we will ask you how you would like us to communicate with you.

You can ask for things like:



- Easy Read letters and information
- Large print letters and information
- Telephone calls or meetings
- Braille
- Sign language

What we do when you make a complaint

There are 2 ways we can deal with your complaint.



Some **complaints** are simple, or easy to deal with. We will deal with these with **Stage 1**.

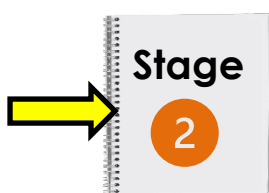


Some **complaints** are more serious, complicated, or harder to deal with. We will deal with these with **Stage 2**.

Stage 1



If you have a **complaint**, or are worried about something, tell the member of staff from the Welsh Language Commissioner you are working with.



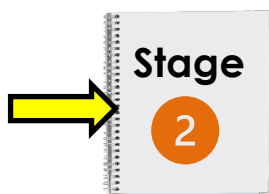
If the member of our staff thinks your **complaint** is serious they can start **stage 2** straight away.

5 Days						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

We will tell you that we know about your **complaint** within 5 working days.

10 Days						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

We will try to deal with your **complaint** within 10 working days.



If we cannot help with your **complaint** we will tell you why and let you know that you can ask for **Stage 2**.



If we learn something from your **complaint** that will help us work better in the future, we will tell our Management Team about it.

Stage 2



Within 5 working days we will tell you that we know about your **complaint** and how we will deal with it.



We will tell you who will deal with your **complaint**.

Sometimes we ask someone who does not work for the Welsh Language Commissioner to deal with **complaints**.



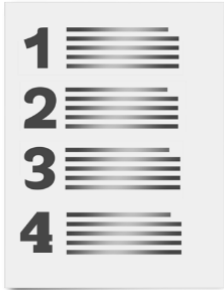
We will tell you what we think about your **complaint** so you can check if we have understood you properly.



If we think there is a simple way to make things better we will tell you straight away.

If you are happy with what we suggest, we will do that, and your **complaint** will end.

We usually deal with complaints in 20 working days. If we need more time to deal with your **complaint** we will:



- tell you why we need more time
- tell you how much more time we need
- tell you how we have dealt with your **complaint** so far
- keep you up to date with how we are dealing with your **complaint**.



Sometimes we may ask to meet you to talk about your **complaint**.



The person who is dealing with your complaint will look at lots of things to understand what has happened. This includes:

- emails and letters
- notes and files on our work with you
- our own policies
- what the law says.

Telling you what we decide



When we have looked at your **complaint** under **stage 2** we will tell you what we have found out.



We will tell you in the way you asked us to. This is explained in the section called **Communicating with you** on page 10.



If we did something wrong we will tell you how this happened and say sorry.

If we did not do something for you that we should have done, we will do it for you.



If your **complaint** made us think we can improve how we work, we will change how we work so it does not happen again. We will tell you about this.

If you are still not happy



If we are not able to make things better after you have made a **complaint** you can make a **complaint** about us to the **Public Services Ombudsman for Wales**.



The Public Services Ombudsman for Wales

is an organisation that deals with complaints about organisations that provide services to the public, like Councils, Health Services and the Welsh Language Commissioner.

You contact and find out more about the **Public Services Ombudsman for Wales** here:



Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae
Pencoed
CF355LJ



Telephone: 0300 790 0203

Email: ask@ombudsman.wales

Website: www.ombudsman.wales

Hard words

Complaint

A complaint is when you tell an organisation or person that you think they have done something wrong.

