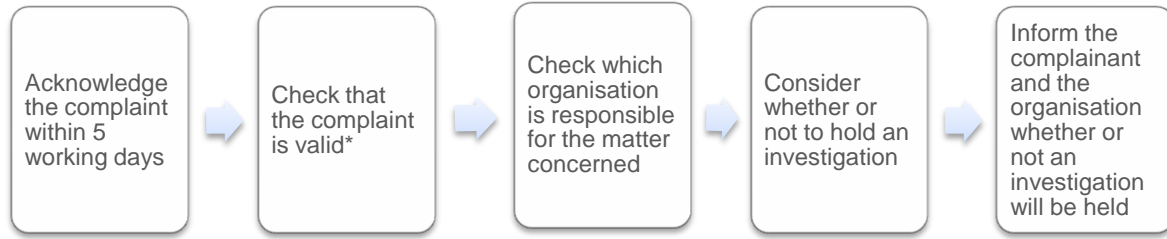


## The process of dealing with complaints and holding investigations: Welsh language standards

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Here is summary of how the Commissioner deals with complaints and investigations. You can find more detailed information is in our [Enforcement Policy](#).

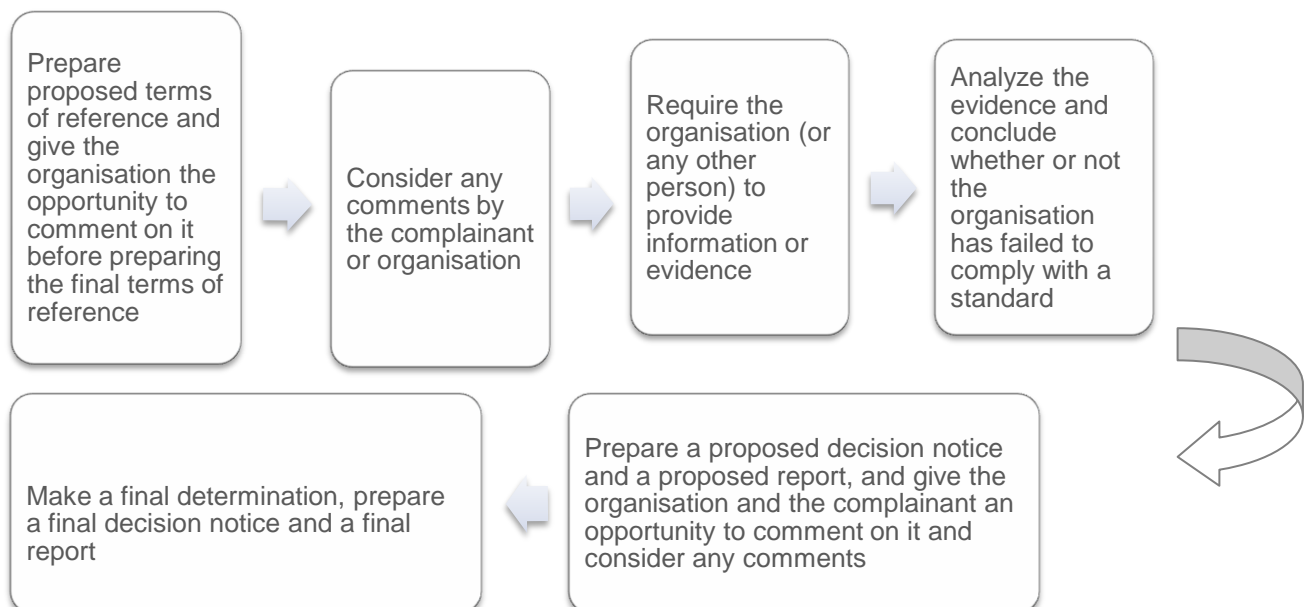
### Dealing with complaints



\* Valid complaints have been presented to the Commissioner in writing (unless personal circumstances prevent that) and include sufficient detail. If the complaint is not valid, the Commissioner will explain how to make a valid complaint.

### Holding investigations

The Commissioner may decide to investigate in response to a complaint or because of another suspected failure to comply with standards (for example as a result of receiving information from the public, in the media, or information provided by an organisation). When holding an investigation, the Commissioner will do the following:



## Determinations and enforcement actions

If the Commissioner determines that the organisation has not failed to comply with a standard, it may either take no further action, or make recommendations or give advice to the organisation.

If the Commissioner determines that the organisation has failed to comply with a standard, it may either take no further action or:

- require the organisation to prepare an action plan, or to take steps, to prevent the continuation or repetition of the failure;
- give publicity to the failure or require the organisation to do so;
- impose a civil penalty on the organisation (a fine of up to £5,000);
- give advice or recommendations to the organisation;
- seek to enter into a settlement agreement with the organisation.

Details of the inquiry are published on the Register of Enforcement Action, including a description of the investigation, findings, determination, and a statement on further action.

The Commissioner may terminate a statutory investigation if he believes, for example, that the investigation takes up disproportionate use of his resources, that the complainant has submitted false information or evidence in an unlawful manner, that discontinuing the investigation is beneficial in terms of public interest, or that the organisation has been abolished.

## Applications and appeals to the Welsh Language Tribunal

A complainant may apply or appeal to the Tribunal with regard to the following matters:

- to review a decision not to hold an investigation;
- to review a decision to discontinue with an investigation;
- against a determination that an organisation has not failed to comply with a standard.

Organisations also have the right to make an application or appeal to the Tribunal with regard to the following matters:

- against an evidence notice if it believes that the requests are unnecessary, unreasonable or disproportionate;
- against a determination of failure to comply;
- against enforcement actions on the basis that they are unreasonable or disproportionate.

Full details about applications and appeals to the Tribunal can be found on the Welsh Language Tribunal's [website](#).