

## The process of dealing with applications and holding investigations: freedom to use the Welsh language

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After receiving an application to investigate an alleged interference with the freedom to use Welsh, the Commissioner will do the following:



\*A valid application is one which has been submitted in writing (unless personal circumstances prevent so), has been submitted within 12 months since the complainant became aware of the matter, includes sufficient detail – including who made the alleged interference and what was the alleged interference; corresponds with the definition of an interference with the freedom to use Welsh in the Welsh Language Measure – including that the interference took place in Wales. If the application is not valid, the Commissioner will explain how to make a valid application.

### Holding investigations

When holding an investigation, the Commissioner will do the following:

- Inform the applicant and the person responsible for the alleged interference
- Ask for information or opinion by the applicant, the person responsible for the alleged interference and any other person about the alleged interference, and give them the opportunity to respond to any allegations
- Consult with the person responsible for the alleged interference with regard to the Commissioner's opinion and proposed determination
- Determine whether or not there was an interference with the freedom to use Welsh
- If the Commissioner determines that an interference did take place, he will state his opinion on the extent in which the interference can be justified
- The Commissioner may give advice to anyone with regard to the alleged interference or related matters
- The Commissioner may prepare a report on the application and any steps taken, and give the report to Welsh Ministers with a copy to the applicant and the person responsible for the alleged interference
- The Commissioner may publish the report if the applicant and the person responsible for the alleged interference agree or if he considers that it is in the public interest to publish the document
- Previous reports on applications to determine an alleged interference with the freedom to use Welsh have been published on the Commissioner's website.