

Monmouthshire County Council

THE COMPLAINTS PROCEDURE IN RELATION TO THE WELSH LANGUAGE UNDER THE WELSH LANGUAGE (WALES) MEASURE 2011:

STANDARD 156 – complaints in relation to service delivery

The complaints procedure for specific issues with Service delivery, and issues of non-compliance in accordance with the council's Welsh Language Standards follow the same set of timescales and processes as the corporate process (link below) but there are some variations that should be noted:

Complaints can be sent in and dealt with in two different ways:

Complaint sent directly to the Council where the complaint will be dealt with the service department. If there are not the language skills available within the department to deal with the issue then the Welsh Language Officer will liaise personally to allow Language choice for the complainant and then hopefully to resolve the issue to the satisfaction of both parties. If a resolution is not found then there is a process in place to allow the complainant to escalate the complaint.

Direct to the Welsh Language Commissioner. This will trigger a suspicion of non-compliance notice that will lead to a ten stage/ three month investigation process that will hopefully resolve any issues satisfactorily.

Recording of complaints. The number of official complaints related to suspected non-compliance with the Welsh Language Standards are recorded in the council's annual monitoring report

Training. Staff will be trained by the Welsh Language Officer to investigate and deal with complaints in relation to the Welsh Language as specified by the Welsh Language (Wales) Measure 2011 and the accompanying Welsh Language Standards.

STANDARD 162 – Complaints in relation to policy making

The complaints procedure for specific issues with Service delivery, and issues of non-compliance in accordance with the council's Welsh Language Standards follow the same set of timescales and processes as the corporate process (link below) but there are some variations that should be noted:

Complaints can be sent in and dealt with in two different ways:

Complaint sent directly to the Council where the complaint will be dealt with the service department. If there are not the language skills available within the department to deal with the issue then the Welsh Language Officer will liaise personally to allow Language choice for the complainant and then hopefully to resolve the issue to the satisfaction of both parties. If a resolution is not reached then there is a process in place to allow the complainant to escalate the complaint.

Direct to the Welsh Language Commissioner. This will trigger a suspicion of non-compliance notice that will lead to a ten stage/ three month investigation process that will hopefully resolve any issues satisfactorily.

Recording of complaints. The number of official complaints related to suspected non-compliance with the Welsh Language Standards are recorded in the council's annual monitoring report

Training. Staff will be trained by the Welsh Language Officer to investigate and deal with complaints in relation to the Welsh Language as specified by the Welsh Language (Wales) Measure 2011 and the accompanying Welsh Language Standards.

STANDARD 168 – complaints in relation to operational standards

The complaints procedure for specific issues with Service delivery, and issues of non-compliance in accordance with the council's Welsh Language Standards follow the same set of timescales and processes as the corporate process (link below) but there are some variations that should be noted:

Complaints can be sent in and dealt with in two different ways:

Complaint sent directly to the Council where the complaint will be dealt with the service department. If there are not the language skills available within the department to deal with the issue then the Welsh Language Officer will liaise personally to allow Language choice for the complainant and then hopefully to resolve the issue to the satisfaction of both parties. If a resolution is not reached then there is a process in place to allow the complainant to escalate the complaint.

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Training. Staff will be trained by the Welsh Language Officer to investigate and deal with complaints in relation to the Welsh Language as specified by the Welsh Language (Wales) Measure 2011 and the accompanying Welsh Language Standards.

27th July 2021