

## Procedure for Dealing with Complaints relating to the Welsh Language Standards

### 1. Introduction

This procedure has been prepared in accordance with the requirements of the Welsh Language Standards which came into effect on 1st April 2018, under Section 44 of the Welsh Language (Wales) Measure 2011, which established a legal framework to impose a statutory duty on public bodies in Wales to comply with those standards and to treat the Welsh language and the English language equally.

The procedure sets out how the College will receive and deal with complaints relating to compliance with the Welsh Standards. It also outlines how the College will train its staff to deal with complaints relating to the Standards, and how the College will publicise this procedure.

The relevant Standards for these procedures are the Service Delivery Standards, the Policy Making Standards and the Operational Standards, which were placed on the College under Section 44 of the Welsh Language (Wales) Measure 2011.

This procedure is for dealing with complaints relating to the Welsh language only. It should not be used to deal with any other College matters if not related specifically to the Welsh Language Standards or to the Welsh language. Other procedures are in place to deal with non-Welsh Language related complaints (see [Compliments & Complaints Policy](#))

### 2. Pembroke College's Commitment

Pembroke College is a bilingual institution and supports the right of its learners, staff and the public to use Welsh in their dealings with the College. It is committed to fully comply with the Welsh Language Standards and to dealing effectively with any complaints about its failure to meet the Standards, or any other complaint concerning the Welsh language within the College.

The College welcomes comments, whether they are complaints or compliments, so that it can learn from its mistakes and ensure that good practice is recognised and shared.

The College will give serious consideration to every complaint it receives, and will treat the complaint in an open manner and will thoroughly investigate the causes of the complaint.

### 3. How to Complain

All complaints or other comments relating to the Welsh language should be referred to the College's Welsh Language Development Officer. They can be contacted via:

**email:** cymraeg@colegsirbenfro.ac.uk

**tel no:** 01437 753435

**letter:** Pembroke College, Merlins Bridge, Haverfordwest. Pembroke SA61 1SZ

Complaints about the College's compliance with its Welsh Language Standards can also be made to the Welsh Language Commissioner. There is a complaints form available on the Welsh Language Commissioner's [website](#).

#### **4. Written Complaints**

College departments should refer all complaints about compliance with the Welsh Language Standards or complaints concerning the Welsh language to the Welsh Language Development Officer whenever possible. By doing so, the College can ensure that a record is kept of all the complaints it receives which relate to the Welsh language.

When a written complaint (sent by email or letter addressed to the College specifically) is received an acknowledgement of its receipt will be sent within five working days. The response will confirm that the College will investigate the matter and aim to provide a full response to the complaint within 30 working days. In more complicated cases where further time is needed, the College will agree a response deadline with the complainant.

#### **5. Complaints over the Phone or in Person**

If a complaint is made over the phone or in person the College will aim to try and resolve matters there and then.

College departments are asked to refer every complaint about compliance with the Welsh Language Standards or the Welsh language to the Welsh Language Development Officer. This ensures that a record is kept of all the complaints received concerning the Welsh language.

If the Welsh Language Development Officer is not available at the time, or if this is not practical in the circumstances, then the member of staff who received the complaint will record all the details of the complaint in an email and send it to the Welsh Language Development Officer as soon as possible.

In dealing with a complaint made over the phone or in person, if it is not possible to resolve the complaint there and then, or if it is necessary for the College to further investigate the issue, a note of the complainant's e-mail or postal address will be made in order to report back to them, and the same procedures used for written complaints will be followed.

The College will write to the person within five working days to acknowledge the complaint. The response will confirm the College's intention to investigate the issue with the aim of providing a full response to the complaint within 30 working days.

#### **6. Investigating Complaints**

Every complaint will be thoroughly investigated and the College will aim to provide a full written response within working 30 days of receiving the complaint. If more time is required to investigate the issue to establish all the facts, the College will inform the complainant of this. For example, if a key member of staff is away on annual leave or out of contact for a long period, or if getting to the core of the matter is exceptionally complex, the College will keep in touch with the complainant until the matter is resolved.

The Welsh Language Development Officer will be responsible for investigating the complaint, by contacting the relevant staff to gather further information and establishing the facts relating to the circumstances which have led to the complaint. The Welsh Language Development Officer will assess whether there are any grounds for complaint e.g. has the College failed to comply with the Welsh

Language Standards.

At the end of the investigation, and usually within 30 working days from receiving the complaint, the College will write a full reply to the person who had made the complaint summarising the main facts and the conclusions of its investigation. The College will apologise if it finds that it is in the wrong, and will explain how it will make improvements or changes to put things right.

## **7. Resolving and Learning**

The College will consider every complaint or comment as an opportunity to learn and to ensure that it recognises and shares good practice.

In investigating complaints, the College will try and establish whether procedures were followed correctly, and if not, will take steps to ensure that these procedures are revised or strengthened and that key staff receive training, to avoid repeating the same error in the future.

If a complaint highlights a more serious failure in compliance then the matter will be brought to the attention of the Leadership Management Team. If the issue has not been resolved within the specified time, it will also be recorded on the College's Risk Register, for the attention of the College's senior management.

Any complaint received about a member of staff's conduct will be referred to the Human Resources department, and the relevant procedures for dealing with complaints of this nature will be followed.

## **8. Further Steps**

If, after the College has investigated the complaint and provided a full response, the person who made the complaint remains unsatisfied they can also take the matter further by lodging a complaint about the College with the Welsh Language Commissioner.

## **9. Keeping a Record of Complaints**

The College will monitor every complaint it receives concerning the Welsh language. It will record the number of complaints it receives about compliance with the Welsh Language Standards in its Welsh Language Standards compliance annual report. Copies of each written complaint received concerning the Welsh language will be kept. The College will not share any personal information with external bodies without consent.

The College's Corporation Board receives regular reports about complaints and also an annual complaints report which includes complaints relating to the Welsh Language Standards.

## **10. Staff Awareness of this Procedure**

The College will make staff aware of this complaints procedure by circulating via the standard communication channels and in staff team briefings. Welsh Language Standards awareness sessions will also include information about dealing with complaints relating to the Welsh language.

## **11. Promoting the Complaints Procedure**

A summary of this complaints procedure, and a link to this procedure can be seen on the College website.