

WELSH LANGUAGE COMPLIANCE

CONCERNS AND COMPLAINTS GUIDANCE

The purpose of this guidance

This guidance has been prepared to meet the requirements of the Welsh Language Standards placed on Wrexham University, which came into effect on 1 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 purpose of the Welsh Standards is to give more rights for people to use Welsh in their everyday life. Their aim is safeguarding, promoting, facilitating and normalising the use of Welsh in Wales, making it clearer to Welsh speakers which services they can expect to receive in Welsh and making it clear to organisations what their duties are in relation to the Welsh language thus ensuring that there is more consistency regarding Welsh language services in Wales.

This guidance lists the mechanisms available to individuals who may wish to raise a concern rather than a complaint and how the University will receive, process, and record such matters regarding non-compliance with the Welsh Standards. It also explains how the University will train its staff to deal with complaints relating to Welsh Language Standards compliance and how the University will publicise this guidance.

The University is committed to ensuring that individuals who may have contact with the organisation and are dissatisfied with that interaction or simply raising awareness of something informally, that they have the opportunity to have their concerns looked into appropriately. Where the University finds a complaint justified this mechanism also provides the opportunity for the University to respond and, where appropriate, offer a resolution. Equally, if an informal concern is raised then this will be looked into and responded to accordingly.

Scope of the guidance

This guidance is for dealing with informal concerns raised and formal complaints received relating to the Welsh Language Standards only. This guidance should not be used in relation to any other service provided by the University unless the complaint is related specifically to the Welsh Standards or to the Welsh language. There are other procedures in place to deal with non-Welsh Language Standards-related complaints (see Third Party Complaints, WGU staff and students should refer to the appropriate policies on the relevant intranet).

This guidance is applicable to members of the public, including WGU staff and students wishing to highlight a concern or make a formal complaint in relation to the University's compliance with the Welsh Language Standards.

The earlier that the University is made aware of a concern or complaint, it can investigate and rectify if appropriate as soon as is practicably possible.

A complainant, or a person acting on behalf of the complainant, is expected to submit a complaint to the University within one year of becoming aware of the alleged issue. Complaints relating to a longer period than 12 months before the complaint will only be investigated at the University's discretion.

Raising Awareness of Concern Process (Informal)

This informal mechanism is for individuals who do not wish to raise a formal complaint to the University and simply wish to make the University aware of a concern that they have in order that it can be looked into and resolved, *if appropriate*, as soon as possible.

Concerns can be highlighted to the University's Senior Compliance Officer by a number of ways; by telephone, email, letter or a meeting can be arranged to discuss. The University welcomes this informal approach as matters can often be resolved on an informal basis and within a timely manner.

Formal Complaint Process

Persons wishing to make a formal complaint regarding the University's compliance in relation to the Welsh Language Standards are asked to write formally to the University's Senior Compliance Officer via [email](#) or by letter to the address at the end of this guidance, detailing the basis for their complaint and the remedy sought.

Upon receipt of a complaint, the complainant will normally be sent an acknowledgment within 5 working days of their letter being received and details of how the University intends to deal with the issue.

Upon receipt of the complaint by the Senior Compliance Officer an investigation will be undertaken by the Senior Compliance Officer to assess whether there are any grounds for the complaint that the University has failed to comply with the Welsh Standards. A response will be provided as outlined in the next section.

Following the investigation, a full written response will be provided wherever possible within 28 days. Where the response may take longer than 28 working days, the Senior Compliance Officer will write to the complainant to advise them of the reason(s) for this and provide a revised timescale.

The response shall include the findings of the investigation and, where a complaint is found to be justified, a resolution will be provided, which may include for example, confirmation of relevant changes to internal processes and procedures, an apology, or staff training to ensure there is no reoccurrence of the matter.

The complaint will be brought to the University's Welsh Language Standards Monitoring Committee. 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

Dissatisfaction with the response received

In the event that the complainant remains dissatisfied having considered the response provided, they will be invited to write to the Vice Chancellor indicating the basis for continuing dissatisfaction and outlining the remedy that in their view continues to seem reasonable in the circumstances. The Vice-Chancellor will consider the issue or ask another senior member of staff to do so and respond to the individual.

The complainant can also take the matter further by lodging a complaint about the University with the Welsh Language Commissioner via the Welsh Language Commissioner's [website](#).

Recording concerns and complaints

The University will monitor every concern and complaint we receive concerning the Welsh Language. We record the number of concerns and complaints (in an anonymised form) we receive about compliance with the Welsh standards in our annual report to the Welsh Language Commissioner.

The University's Welsh Language Standards Monitoring Committee receives regular reports about concerns and complaints received relating to the Welsh Language. The Human Resources Committee receives regular reports regarding the University's compliance with the Welsh Language Standards

The University does not share any personal information regarding complainants with any external body. The University will only share the identity of complainants internally within WGU when necessary. These circumstances may include sharing the information you submit with the department or service that failed to comply with the Standards or who impeded your right to use Welsh.

Training Staff

The University will make its current members of staff aware of this guidance via the 'Welsh@Wrexham' section of the Intranet, its newsletter and other relevant forums.

Welsh Standards awareness sessions available to all staff organised by the HR Department will include information about dealing with complaints relating to the Welsh language.

This guidance will be made available to all staff on the University's website, and well as in all offices within the University which are open to the public.

Guidance Promotion

This guidance is displayed on the University Internet, student and staff Intranet. There is a page on the website explaining how students, staff and the public can raise concerns or make formal complaints or other comments relating to the Welsh language in the University, and how we will deal with complaints.

A copy of this guidance is also available in all University offices which are open to the public.

Contact Information

Senior Compliance Officer
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Wrexham LL11 2AW

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Telephone: 01978 290666