



POLICE AND CRIME COMMISSIONER FOR SOUTH WALES

POLICY FOR COMPLAINTS UNDER THE WELSH LANGUAGE STANDARDS

COMPLAINTS

Under this policy, a complaint can be made by any person that feels that the Police and Crime Commissioner for South Wales, or any of his staff, has breached their obligations under the Welsh Language (Wales) Measure 2011.

This policy will outline how the Police and Crime Commissioner will deal with complaints relating to compliance with the service delivery standards, and training that will be provided to staff in relation to dealing with those complaints. This document will be available to the public on the Commissioner's website and in paper form in the Commissioner's office in both Welsh and English.

The Police and Crime Commissioner is not responsible for complaints regarding the non-compliance of South Wales Police officers or staff with the Welsh Language (Wales) Measure 2011. This remains the responsibility of the Chief Constable of South Wales Police.

You may complain to the Police and Crime Commissioner regarding non-compliance with the Welsh Language Standards if you feel that any of the following has occurred:

1. You feel that the Police and Crime Commissioner, or a member of his team, has failed to comply with one of the Welsh Language Standards on an organisational level (for example, in a policy or through implementation of a project).
2. You feel that the Police and Crime Commissioner, or his team, has failed to implement the Welsh Language Scheme properly or in a timely manner, or has failed to correct mistakes made in the implementation of the Scheme.
3. If you feel that someone has interfered with your freedom to use the Welsh Language.

Monitoring of Complaints

The Police and Crime Commissioner does have a duty to monitor all complaints made against South Wales Police, including those in respect of non-compliance with Welsh Language Standards.

He does this by way of delegating authority to the Equalities and Social Justice Manager to dip sample complaints as and when required, with the assistance of the Public Response



Manager, and to monitor overall compliance by South Wales Police with the Welsh Language Standards. All complaints will also be discussed at the South Wales Police Welsh Language Board alongside complaints made against South Wales Police.

As required by the Welsh Language Standards, there will be an Annual Report outlining compliance with the Standards which will be published on the Police and Crime Commissioner's website.

COMPLAINTS AGAINST THE POLICE AND CRIME COMMISSIONER

The following outlines the process that should be followed when making a complaint against the Police and Crime Commissioner (or a member of his staff) for non-compliance with the Welsh Language Standards.

1. Complaints must be made to the Police and Crime Commissioner for South Wales at the following address:

- 2.

Ty Morgannwg
South Wales Police Headquarters
Cowbridge Road
Bridgend
CF31 3SU

01656 869366

commissioner@south-wales.pnn.police.uk

3. Upon receipt of your complaint, the Public Response Manager will record your complaint and investigate the content of your complaint. The Public Response Manager will keep you updated on a regular basis regarding the investigation into your complaint.
4. At completion of the investigation into your complaint, the Public Response Manager will provide a report which will be quality assured by the Equalities and Social Justice Manager and the Assistant Commissioner with responsibility for Welsh Language Act compliance. This report will outline whether your complaint is upheld.
5. Recommendations will be made in the report to outline how your complaint will be resolved- these recommendations will be approved during the quality assurance phase and will then be implemented.
6. Resolution of your complaint could include an explanation, an apology, or rectification of a mistake or inaccuracy.



7. Once your complaint is resolved, your complaint and the way in which it was resolved will be recorded in a lessons log to ensure that any processes or procedures which were deficient and led to your complaint are rectified to prevent any further breaches of the Welsh Language Standards.
8. If your complaint was regarding a staff member's non-compliance with the Welsh Language Standards, and is proven, then further training will be provided to that member of staff to ensure no further breaches are made.
9. Should you remain unhappy with how your complaint has been dealt with, you may complain further to the Welsh Language Commissioner, using the complaints form which can be found on:
<http://www.comisiynyddygydraeg.cymru/English/Complain/Pages/Complaints-form.aspx>

You may complain to the Welsh Language Commissioner regarding the following areas:

1. About an organization's failure to comply with a standard
2. If you feel that someone has interfered with your freedom to use the Welsh language.

Staff Training

The Public Response Manager will have overarching responsibility for the handling of complaints made in respect of non-compliance with the Welsh Language Standards. The Public Response Manager is trained in the handling of complaints through formal procedures and will ensure that a response is provided in Welsh or English as required. The Public Response Manager will also ensure that any learning or recommendations made following the investigation of your complaint will be implemented within the Commissioner's office with the assistance of the Equalities and Social Justice Manager.

The Public Response Manager will provide training to the staff members of the Commissioner's office in relation to handling complaints made regarding non-compliance with the Welsh Language Standards. This training will be specifically targeted to roles that deal with the general public on a daily basis and/or have responsibility for the Commissioner's electronic communications to the general public including social media accounts. The training will encapsulate how to recognise a complaint, the process which must be followed when a complaint is made, and how complaints are formally resolved.



Complaints Against South Wales Police

Complaints made to the Police and Crime Commissioner regarding South Wales Police's non-compliance with the Welsh Language Standards will be passed to the appropriate authority within South Wales Police as soon as is reasonably practicable. South Wales Police will then contact you directly regarding your complaint and will follow their own policy in relation to handling your complaint. The Public Response Manager will keep a record of all complaints forwarded to South Wales Police and they will be monitored by the Public Response Manager and Equalities and Social Justice Manager to ensure that they have been dealt with expeditiously and in a reasonable manner.

January 2017
Jacqueline Trow
Public Response Manager