

Polisiâu a Gweithdrefnau / Policies and Procedures

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Policy and Procedure Summary

The purpose of this policy and procedure is to explain how complaints about the Welsh Language Standards are dealt with by the Office of the Police and Crime Commissioner (OPCC).

This Policy and Procedure has been adopted by the OPCC North Wales.

Start date: 24/01/2023

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Procedure for dealing with Welsh Language Complaints, North Wales Police and Crime Commissioner ("The Commissioner").

The Commissioner has a specific responsibility to act and report on complaints relating to the Joint Welsh Language Strategy between North Wales Police and North Wales Police and Crime Commissioner, or regarding our duty to comply with the Welsh Language Standards.

1. What is a language complaint?

The Language Strategy and Standards impose specific requirements regarding how the Commissioner uses the Welsh language when providing services to the residents of North Wales. The Standards have been divided into 5 categories: Service Delivery, Operational, Policy Making, Record Keeping, Promotion

The Language Strategy provides details on how the Commissioner and his office intends to comply with the Standards' requirements on a day-to-day basis and how it intends to give priority to the Welsh language in its internal administration. Therefore, language complaints are defined as any complaint that relates to the lack of Welsh provision or cases where the Welsh language has been treated less favourably than English. It could also be a complaint about a situation where someone feels that the Commissioner or his office has treated the English language less favourably than Welsh.

2. Receiving complaints

The public can submit language complaints to the Commissioner in many ways:

- By contacting the Office of North Wales Police and Crime Commission on our central number - 01492 805486
- Through e-mailing opcc@northwales.police.uk
- Social Media: Complaints can be made through social media if they're sent through a direct message. We don't scan social media for complaints.

You can submit a complaint in writing or verbally, and complaints that are received in Welsh or English will not be treated any differently.

Complaints against the Welsh Language Standards:

We encourage the public to contact the Commissioner's Office in the first place if they have any doubt that the Commissioner or his Office are not acting in accordance with the principles of the Standards and Welsh Language Measure 2011, but it is also possible to send complaints about the Language Standards directly to the Welsh Language

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Commissioner. Details about the complaint procedure can be seen on their website:
[Contact Us \(welshlanguagecommissioner.wales\)](#)

3. Responsibility for monitoring and dealing with language complaints

The Chief Executive of the Office of the Police and Crime Commissioner has a specific responsibility to monitor language complaints, and it will report on the number of complaints received each year to the North Wales Police and Crime Panel, as well as in its annual report on the implementation of the Welsh Language Standards, which is published on the Commissioner's website and monitored by the Welsh Language Commissioner. The Commissioner's Office deals with language complaints in the same way as it deals with any service, and it will follow the corporate procedure.

The Corporate Complaints Policy is available here:

<https://www.northwales-pcc.gov.uk/sites/default/files/2022-04/Polisi-Cwynion-Staff-V1.0-F.pdf>

We will note any variants to these procedures for the language complaints below. We will deal with any complaints under the different categories of Standards in the same way, and complaints received in Welsh or English will not be treated differently in terms of response.

4. Who will respond to your complaint?

The Chief Executive of the Office of the Police and Crime Commissioner will deal with and respond formally to any complaints relating to the Standards or the Strategy, and to any complaints received from the Welsh Language Commissioner's Office. The Chief Executive will work with the relevant officers to co-ordinate the answers, and give guidance on solutions and action plans.

5. The procedure - how will we deal with the complaints after they are received?

If you are submitting a formal complaint/concern, this is what will happen: We will formally acknowledge the receipt of your concern within 5 working days and we will inform you of how we intend to deal with it. We will also give contact details of the nominated person to give you information about the progress. At the same time, we will ask for an explanation to ensure that we fully understand the complaint, the result you wish to have and any adjustments that might be needed to allow you to take an effective part in the process, according to demand.

We will inform you in writing of the result of your complaint as soon as it is practically possible.

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We will seek to resolve concerns as quickly as possible and we would expect to deal with the vast majority within 20 working days. If your complaint is a more complex matter, we will let you know within this time when we think it could take more time to investigate. You will receive the latest information on the progress of your complaint every 28 days. This will be sent to you in the same format that you used to contact us unless agreed otherwise.

We will ensure that any steps we have taken or are intending to take are ones that you are happy with and are ones that attempt to prevent the situation from arising again.

The outcome of your complaint

You will receive a letter from the Chief Executive informing you of the outcome. We will include an explanation of how the matter was dealt with, the steps taken and the outcomes.

If there are any lessons to learn from dealing with your concern the Chief Executive will inform the Commissioner's Office staff of them.

6. What if you're not satisfied with our response?

If you're not happy with the way we have dealt with your concern, or that you don't feel that we have taken the appropriate steps to resolve the situation, you have the right to contact the Welsh Language Commissioner.

7. Training

How will we ensure that our staff will have the relevant information to deal with complaints? Best practice guidelines on how to deal with complaints are shared with officers internally.

The Acting Officer will arrange training on how to deal with complaints for each line manager within the Office.

Officers get the opportunity to share experiences and learn together about the best way to deal with complaints and to treat complainants with respect and courtesy.