



**Procedure for Complaints related to
Welsh Language Standards Compliance**

Approved January 2017

THIS DOCUMENT IS ALSO AVAILABLE IN WELSH

OFFICE OF THE POLICE AND CRIME COMMISSIONER

PROCEDURE FOR COMPLAINTS RELATED TO COMPLIANCE
WITH THE WELSH LANGUAGE STANDARDS

1. This procedure relates to complaints regarding the Welsh language standards applicable to the Police and Crime Commissioner for Gwent.
2. The Commissioner has delegated the responsibility for the oversight of complaints relating to compliance with the Welsh language standards to the Chief Executive for the Office of the Police and Crime Commissioner (OPCC).
3. Where a complaint is received by the OPCC, in conjunction with the lead officer for Welsh language, the Chief Executive will consider the nature of the complaint as it relates to the standards under which the Commissioner has a duty to comply.
4. Where investigation into the complaint finds that non-compliance has occurred, an action plan will be put in place to remedy the issue reported.
5. The action plan will provide for staff training to be undertaken as appropriate to the nature of the compliance issue reported. Training may be carried out on an individual basis or across the whole organisation as determined by the findings of the investigation.
6. On completion of the investigation, the complainant will be notified of the outcome. Any action plan associated with the complaint will be retained by the OPCC as part of the complaint file.
7. A record of all written complaints relating to compliance will be held by the OPCC. All complaints received in this respect will be kept on file for future reference.
8. A record of all written complaints relating to the Welsh language (whether related to the specific standards or otherwise) will be held by the OPCC. All complaints received in this respect will be kept on file for future reference.
9. The OPCC will publish information on the number of complaints received in relation to compliance within the Annual Report.
10. A copy of this procedure will be published on the OPCC website.