



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

<u>Document Control</u>	
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Equality Impact Assessment Completed/Reviewed	Yes/No

Version Control

Version	Date	Amended By	Reason for Issue/Amendment
1.1	06/07/2020	Caroline Hawkins, Policy Officer	Full 3-year review undertaken – <ul style="list-style-type: none">• Review period will be 4 years inline with the Joint Welsh Language Strategy.• Reference to the Welsh language standards has been included at 4.3 of the document.• Inclusion of the format of responses to complainants at 4.5 of the document.• Reference to the retention period for complaints has been made at 4.7 of the document.
2.0	18/12/2020	Sian Curley, Chief Executive	Final feedback and approval from the CEx.

OFFICE OF THE POLICE AND CRIME COMMISSIONER
PROCEDURE FOR COMPLAINTS RELATED TO WELSH LANGUAGE
STANDARDS COMPLIANCE

Policy

1. Introduction

This procedure relates to complaints regarding the Welsh language standards applicable to the Police and Crime Commissioner for Gwent.

2. Aim

This procedure aims to ensure that complaints related to the organisation's compliance with Welsh language standards are dealt with according to the requirements set out in those standards.

The document applies to members of the public who wish to register complaints in respect of the organisation's compliance.

3. Terms and Definitions

Term	Definition
OPCC	Office of the Police and Crime Commissioner

4. Main Body of Policy and/or Procedure

4.1 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).

4.2 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. This will apply to all complaints received in the context of the Welsh language and compliance with the Welsh language standards.

4.3 Where investigation into the complaint finds that non-compliance with the Welsh Language Standards has occurred, an action plan will be put in place to remedy the issue reported.

4.4 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.

- 4.5 On completion of the investigation, the complainant will be notified of the outcome in writing. Any action plan associated with the complaint will be retained by the OPCC as part of the complaint file.
- 4.6 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.
- 4.7 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 for six years, in line with complaints section of the OPCC Retention Schedule.
- 4.8 The OPCC will publish information on the number of complaints received in relation to compliance within the Annual Report.

5. Training

No training needs are identified in association with the implementation of this policy

6. Monitoring

This procedure is monitored within the annual reporting processes for the OPCC. The lead officer for Welsh language is responsible for producing the report to the Strategy and Performance Board. The report is published annually before the statutory deadline of the 30th September.

7. Consultation

The Chief Executive was consulted during the creation of this procedure

8. Associated Documentation

Welsh Language Standards for the Police and Crime Commissioner for Gwent

9. Dissemination

The lead officer for Welsh language will ensure that this document is published on the OPCC website via the Communications and Engagement Team. The document is also available in the medium of Welsh.

10. Review Period

This procedure will be reviewed every four years in line with the Joint OPCC/Gwent Police Welsh Language Strategy.

11. Appendices

None