



Welsh Language Complaints Policy

Summary

This Policy has been developed to meet the requirements of the Welsh Language Standards as contained in the Compliance Notice issued to Theatr Genedlaethol Cymru (ThGC) on 25 July 2016 under Section 44 of the Welsh Language (Wales) Bill 2011.

ThGC is committed to effectively addressing any concerns or complaints that members of the public may have about our compliance with the standards. If possible, we will correct any mistakes we have made, and if we have failed to provide the service that the complainant should have received, we will provide it, if that is still possible.

If we did something wrong we will apologise and, where possible, try to put things right. We aim to learn from our mistakes and use the feedback we receive to improve our services.

Scope

This Policy explains how ThGC will deal with complaints relating to our compliance with the Service Delivery, Policy Making and Operating Standards that we are under a duty to comply with.

1. Procedure

1.1 A complaint can be registered by:

- Email to – thgc@theatr.com
- Call us on – 01267 233882
- Letter to – Executive Director, Theatr Genedlaethol Cymru, Yr Egin, College Road, Carmarthen SA31 3EQ
- Let any member of staff know that you wish to make a complaint

1.2 We will deal with all complaints in an open and honest way and the company will be responsible for recognising complaints within 5 working days informing the complainant how we intend to deal with the matter.

1.3 If there is a simple answer to the complaint we may ask if the complainant is happy to accept this in order to resolve the matter quickly.

1.4 If a more formal investigation is required, the company will take responsibility for this and initially try to establish the facts. If we have failed to provide a service that the complainant should have received, we will provide it if that is still possible, and if we did not do something well, we will try to put it right.

1.5 We will try to resolve concerns and complaints as expeditiously as possible and expect to address the vast majority of them within 10 working days of acknowledging them. In more complex cases where a review of our existing processes is required, we will notify complainants within this timeframe if the investigation is likely to take more than 10 days, report the new timetable and provide an update on current progress.

2. Putting things right

- 2.1 If we find that an error has been made or that there is an error within our systems or policies, we will clarify the situation in relation to the complaint and explain what steps we intend to take to avoid similar situations arising in the future. This could include additional training for staff or reviewing policies and procedures.
- 2.2 We will apologise if we did something wrong.

3. Record keeping and reporting

- 3.1 We will keep a record, in relation to each financial year, of the number of complaints we receive relating to our compliance with the standards.

Copies of all written complaints we receive relating to our compliance with the standards we are under a duty to comply with are kept and we will also keep a copy of any written complaint we receive relating to the Welsh language (whether or not that complaint relates to the standards we are under a duty to comply with).

All complaints received, and any subsequent corrective action taken will be reported to the Executive Team.

We will provide an Annual Report to the Welsh Language Commissioner which will include the number of complaints received during the year relating to our compliance with the Service Delivery, Policy Making and Operating Standards with which we are under a duty to comply.

4. Training

- 4.1 All staff will be aware of this policy either through briefings or the set-up process for new staff.
- 4.2 Where applicable, key staff will also receive detailed briefings in relation to this policy and in dealing with complaints about the Welsh language.

5. Review

- 5.1 This policy will be reviewed annually, or in response to changes in legislation, regulatory guidance, good practice or changes in the Welsh Language Standards as contained in the Compliance Notice issued to ThGC.