



CANOLFAN MILENIWM CYMRU
WALES MILLENNIUM CENTRE

Welsh Language Standards – Complaints Procedure

At Wales Millennium Centre, we are committed to ensuring we comply fully with the Welsh language standards, but sometimes we know that things can go wrong. We will always do our best to learn from our mistakes and to take steps to correct things if they do go wrong.

You can complain to us if you feel we have failed to meet the standards imposed on us; we welcome your comments and feedback and see them as an opportunity to improve.

How to make a complaint

We will treat every language complaint according to Wales Millennium Centre's complaints and comments procedure. You can complain by:

- Letter - Contact Centre, Wales Millennium Centre, Cardiff, CF10 5AL
- Phone – 029 2063 6464
- E-mail – feedback@wmc.org.uk

Please provide as much information as possible so that we can deal effectively with the complaint. This can include, if relevant, date, location and pictures and if possible, the relevant standard or standards.

The Contact Centre will record and respond to complaints about the standards. You will receive an acknowledgement and a full response within 10 working days.

We encourage anyone to contact us directly in the first instance, but it is also possible to raise complaints about our compliance with the standards directly with the Welsh Language Commissioner

Investigation

We will investigate each complaint in line with our service recovery procedure, led by a member of the Senior Management Team. The investigation will try to find if we have:

- made a mistake
- not followed a process or procedure
- don't have a process in place to comply with the standards

Resolution and lessons learnt

Once we have received a complaint and held an investigation, we will share our findings with you and explain the appropriate steps we have taken to resolve the situation. This could include developing or revising a procedure or providing training for our staff. Our aim is to ensure that the same mistake does not happen again.



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Monitoring

We will be monitoring language complaints and providing regular feedback to our managers and staff. Any complaints relating to the Welsh language will be reported to the Welsh Language Commissioner each year through our Annual Report.

Training

We will ensure that all staff are made aware of this procedure and how we deal with complaints as part of our induction training, which confirms our responsibilities in relation to the Welsh Language Standards.

Our staff guidance includes further information on dealing with complaints. Contact Centre staff will also receive additional support as part of the wider training provided on dealing with complaints.

Wales Millennium Centre can also call upon our retained Welsh language advisers to support staff in dealing with complaints, and if necessary, advise on remedial steps to be taken.