

Aled Roberts

Welsh Language Commissioner

1 October 2019

Dear Aled,

Annual Report 2018–19 and Assurance Report 2018–19: Rights in Use

Thank you again for attending our meeting on 18 September to discuss the latest Annual Report and Assurance report published by your office.

It was useful to hear more about your approach and ambitions as Welsh Language Commissioner. It was also helpful to hear about how your office works with other public bodies and the Welsh Government to protect the rights of Welsh speakers, and how you will assist in delivering the Government's strategy – Cymraeg 2050.

I wanted to ask for further details on complaint-handling by your office, and how language usage can be measured.

Measuring the use of Welsh

In the meeting, you noted how difficult it can be to measure and record the usage of Welsh. You said that it is difficult to say with certainty what increase there has been in the use of the language with public bodies. You said that getting robust data is hard to do in the absence of any requirement on organisations to gather this information.

You said that you hoped to do some work with local government to agree a consistent measure of Welsh language use.

Please can you provide the Committee with an update on the planned work to collect consistent data on Welsh language usage with public bodies?

Complaints handling

During the discussion on complaint-handling, you mentioned that your office has been looking at how you can deal with complaints in the most effective way.

In the meeting, Gwenith Price explained that there had been a review which resulted in 10 recommendations for improvement. She noted that a new system of using discretion in enforcement procedures had been brought in from April this year.

Please can you provide more detail on the internal review into complaints-handling and the recommendations it made?

Can you explain the basis on which your office decides which complaints will result in an investigation? What do you base your decisions on when using the new discretionary approach?

In addition, following your meeting with the Minister on 30 September, are you able to provide the Committee with an update on timing of the introduction of standards relating to water companies, utilities and health regulators?

Please can you reply to this letter by 23 October in order for me to brief our Members?

Yours sincerely,



Bethan Sayed

Chair of the Committee