

Making a complaint about Welsh language services received from The National Lottery Community Fund



Introduction

Under the Welsh Language (Wales) Measure 2011 and the Welsh Language Standards that came into effect on 25 January 2017, The National Lottery Community Fund (the Fund) is required to provide a wholly bilingual service where Welsh and English are treated on an equal basis.

The Fund is totally committed to this requirement and we recognise that Wales is a bilingual country in which people have the right to talk to us in either Welsh or English. We are also very keen to make improvements when a need for that is identified.

If you feel you have not received a Welsh language service of the standard expected of us, we would be very glad to hear from you through this form.

Welsh Language Standards

Since 25 January 2017 The National Lottery Community Fund has been working under the Welsh Language Standards. To see full details of the Fund's Standards and the services you can expect from us in Welsh, please visit our website tnlcommunityfund.org.uk/about/customer-service/welsh-language-scheme

Procedure for dealing with complaints about a Welsh language service received from The National Lottery Community Fund

You are able to complain about our Welsh language service if:

- you have not received a service from The National Lottery Community Fund through the medium of Welsh, even though you asked for this
- you feel you have not received a service through the medium of Welsh to the standard expected of The National Lottery Community Fund
- you feel the Fund is not working in accordance with its obligations under the Welsh Language Standards.

How to make a complaint

Stage one

If you are not satisfied with the service you have received from us through the medium of Welsh, you should raise this in the first instance with those you have been communicating with. They will review your complaint and we hope to resolve the majority of complaints as soon as possible. The Fund's Welsh Language team will be informed of every complaint relating to the Welsh language to ensure that improvements are made for the future.

If your complaint relates to a failure on the part of The National Lottery Community Fund to fulfil its commitments under the Welsh Language Standards, you are asked to record your complaint on the form in appendix one.

Stage two

If you are not satisfied with the response you received, you can forward your complaint to The National Lottery Community Fund's Welsh Language team at: welshlanguage.advice@tnlcommunityfund.org.uk

Or by post at:

The National Lottery Community Fund
2nd Floor
Ladywell House
Newtown
Powys
SY16 1JB

In your email/letter, tell us:

- what happened
- when it happened
- with whom you were communicating
- what you would like us to do in response to your concerns.

If it is not possible for you to express your complaint in writing, you can telephone our Welsh Language team on **01686 611 712** or **02920 678 230**.

When will you hear from us?

We will contact you to acknowledge receipt of your complaint within five working days of receiving it. We will inform you who will be dealing with your complaint, how to contact them and when you can expect a full response to your complaint.

You will receive a response to your complaint within 10 working days but if it won't be possible to provide you with a full response by then, we will tell you why and when you can expect to receive a full response from us.

We consider complaints about our Welsh language service to be a matter of the utmost seriousness and importance and are totally committed to our Welsh Language Standards, therefore we very much hope we will be able to resolve your concerns at this stage.

Stage three

If you feel, despite this, that we have not responded to your concerns or have not responded fully to your complaint, you can take your complaint to the Welsh Language Commissioner by following the link below.

comisiynyddygydraeg.cymru/English/Pages/Home.aspx

To contact the Office of the Welsh Language Commissioner:

Telephone: **0845 6033 221**

Email: post@welshlanguagecommissioner.wales

Appendix one

Complete this section if your complaint relates to The National Lottery Community Fund's commitments under the Welsh Language Standards.

The Fund has committed to work under four categories of Standards: Service Delivery, Policy Making, Operational and Record Keeping. A full list of our Standards can be viewed on our website at tnlcommunityfund.org.uk/about/customer-service/welsh-language-scheme

State your complaint under the relevant section and send us this form by email or by post.

Category eg Policy Making	Standard (if known)	Complaint (give as many details as possible)

TF19_040

Many thanks,

The National Lottery Community Fund

For general enquiries

wales@tnlcommunityfund.org.uk

0300 1230 735