

Procedure for dealing with complaints relating to the Welsh language on corporate services

On May 30th 2019, Cardiff and Vale University Health Board came under the Welsh Language Standards, as set by the Welsh Language Commissioner. The full set can be accessed [here](#). This procedure has been created in line with the requirements of its Welsh Language Standards. The process sets out how the Board will receive and deal with complaints about compliance with the Welsh Standards. They also explain how the University will train its staff to deal with complaints of this kind, and how it will promote the different ways of making a complaint.

Cardiff and Vale University Health Boards' commitment.

Cardiff and Vale University Health Board is a bilingual organisation. We support the right of our patients/service users, staff and the public to use Welsh, and we promote opportunities to use the language as part of the working life of the organisation.

Cardiff and Vale University Health Board is committed to fully complying with the Welsh Language Standards and to dealing effectively with any complaints about our failure to meet the Standards.

We welcome comments of all kinds, whether they are complaints or compliments so that we can learn from our mistakes and ensure that we recognise and share good practice.

The Board will give serious consideration to every concern we receive, and openly treat the complaint and thoroughly investigate the causes of the complaint.

This procedure is for dealing with complaints relating to the Welsh language only and corporate services. They should not be used to deal with healthcare service matters. Other systems are in place to deal with complaints of these kinds (see Cardiff and Vale University Health board website for the 'putting things right' process).

How to complain

email: Alun.Williams4@wales.nhs.uk
phone: 029 2018 36083

letter:

Welsh Language Officer
Cardiff and Vale University Health Board
Woodland House
Maes-y-Coed Road
Cardiff
CF144TT

Email: Alun.Williams4@wales.nhs.uk

Responding to a complaint:

When a written complaint (sent by email, letter or social media addressed to the Board) is received by the Board's concerns team, we will send an acknowledgement of its receipt within five working days. Our response will confirm that we will investigate the matter and aim to provide a full response to the complaint within 20 working days. In rare, more complicated, cases where further time is needed, the Welsh Language Officer will agree to a response deadline with the complainant.