



Making a complaint about Welsh language services received from the Big Lottery Fund.

Introduction

Under the Welsh Language Measure 2011 and the Welsh Language Standards that came into effect on 25th January 2017, the Fund is required to provide a wholly bilingual service as part of which 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 transact any matter with us through the medium of Welsh or English. We are also very keen to make Welsh medium 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 25th January 2017 the Big Lottery 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 (web address)

Procedure for dealing with complaints about a Welsh language service received from the Big Lottery Fund

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

- You have not received a service from the Big Lottery 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 Big Lottery 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 do their very best to deal with the complaint and allay your concerns; in this way we hope to be able 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 Big Lottery Fund to fulfil its commitments under the Welsh Language Standards, you are asked to record your complaint on the form in appendix 1.

Stage two

If you are not satisfied with the response you received, you can forward your complaint to the Big Lottery Fund's Welsh Language Team at cymorthcymraeg@cronfaloterifawr.org.uk
Or by post at: Big Lottery 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 to allay your concerns.

If it is not possible for you to express your complaint in writing, you can telephone our Welsh Language Team on 01686 611712 or 01686 611708.

When will you hear from us?

We will contact you to acknowledge receipt of your complaint within 5 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 allay your concerns at this stage.

Stage three

If you feel, despite this, that we have not allayed 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.
<http://www.comisiynyddygydraeg.cymru/English/Complain/Pages/Complaints-form.aspx>

To contact the Office of the Welsh Language Commissioner:
Telephone: 0845 6033 221
Email: post@welshlanguagecommissioner.wales

Contacting the Big Lottery Fund Welsh Language Team:

By post: 2nd Floor
Ladywell House
Newtown
Powys
SY16 1JB

Telephone: 01686 611712 or 01686 611708

Email: welshlanguage.advice@biglotteryfund.org.uk

General Big Lottery Fund enquiries:

Telephone: 0300 123 0735

Email: enquiries.wales@biglotteryfund.org.uk

Welsh Language Commissioner:

Telephone: 0845 6033 221

Email: post@welshlanguagecommissioner.wales

APPENDIX 1

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

The Fund has committed to work under 4 categories of Standards: **Service Delivery, Policy Making, Operational and Record Keeping**. A full list of our Standards can be viewed on our website at (web address).

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

Category e.g Policy Making,	Standard (if known)	Complaint (give as many details as possible)

Many thanks
Big Lottery Fund