

	Date	Complaint	Service Area / Directorate
1	April 2015	English only letter sent by Highways	Strategic Planning, Highways, Traffic & Transportation (CITY OPERATIONS)
2	April 2015	English only temporary road signs – Cathedral Rd / Plas Plasturton	Strategic Planning, Highways, Traffic & Transportation (CITY OPERATIONS)
3	April 2015	English only road signs near BBC in Llandaff	Strategic Planning, Highways, Traffic & Transportation (CITY OPERATIONS)
4	April 2015	Customer complained regarding the poor standard of Welsh language in a Welsh Proms promotional letter.	Economic Development
5	May 2015	Failure to provide a Welsh language service on Cyd Cymru scheme (Energy helpline)	CITY OPERATIONS
6	May 2015	For the Social Lettings Unit (within housing) about not being asked their preferred language, offered an interview in Welsh or forms given in Welsh	COMMUNITIES, HOUSING & CUSTOMER SERVICES
7	June 2015	Failure to provide a Welsh language service / Welsh language simultaneous translation for a schools appeal hearing.	EDUCATION & LIFELONG LEARNING
8	June 2015	Incorrect Welsh on a Council Tax Reduction form	COMMUNITIES, HOUSING & CUSTOMER SERVICES
9	July 2015	Complaint regards the Central and South Wales Education Consortium failure to provide a Welsh resource	EDUCATION & LIFELONG LEARNING

10	July 2015	2 complaints received by C2C regarding English only letters in relation to Howardian School (School Organisational Planning)	EDUCATION & LIFELONG LEARNING
11	July 2015	English only traffic letter.	Strategic Planning, Highways, Traffic & Transportation (CITY OPERATIONS)
12	July 2016	English only letter regarding Victoria Park Bowling Green sent to residents.	Parks, Sport & Harbour Authority (CITY OPERATIONS)
13	August 2015	Automated text reply from Electoral Service in English only	Electoral Services (GOVERNANCE & LEGAL SERVICES)
14	August 2015	Complaint regarding the failure to provide a Welsh language service by the Highways department	Strategic Planning, Highways, Traffic & Transportation (CITY OPERATIONS)
15	September 2015	English only footpath sign on the Taff Trail.	Strategic Planning, Highways, Traffic & Transportation (CITY OPERATIONS)
16	October 2015	Complaint regarding an English only response sent by Highways and general standard of service. Complainant claims that he was also informed by the traffic department that the Council did not have a Welsh language policy	Strategic Planning, Highways, Traffic & Transportation (CITY OPERATIONS)
17	November 2015	English only letter sent from Education (Early Years funding). Complainant alleges that she had frequently received English letters despite completing the forms in Welsh.	EDUCATION & LIFELONG LEARNING
18	November 2015	English only letter sent by Pest Control to residents in Grangetown.	Environment
19	November 2015	Complaint in relation to the lack of bilingual forms for the "60+ scheme" in Maindy Leisure Centre.	Leisure & Play (CITY OPERATIONS)

20	December 2015	English only reminder letter sent by the Registry Office.	Bereavement & Registration Services (CITY OPERATIONS)
21	December 2016	English only notification sent by Registration services in relation to a Wedding booking.	Bereavement & Registration Services (CITY OPERATIONS)
22	January 2016	No Welsh language forms available in Llanishen Leisure Centre. Complainant also mentions the lack of bilingual posters and signage	Leisure & Play (CITY OPERATIONS)
23	February 2016	English only temporary road signage in Llandaff.	Strategic Planning, Highways, Traffic & Transportation (CITY OPERATIONS)
24	February 2016	Complaint regarding cabinet papers and cardiff.moderngov.co.uk Papers and pages only available in English	Democratic Services (GOVERNANCE & LEGAL SERVICES)
25	February 2016	English only temporary road signs on Newport Road.	Strategic Planning, Highways, Traffic & Transportation (CITY OPERATIONS)
26	March 2016	English only car park signage outside Cardiff Learning Disabilities Team (Market Rd, Canton)	SOCIAL SERVICES
27	March 2016	Further complaint received regarding English only temporary Road signs in Cardiff Bay.	Strategic Planning, Highways, Traffic & Transportation (CITY OPERATIONS)
28	March 2016	Complaint received regarding a Chaperone course. English only material given and English only certificates. Complainant enquired about the need to provide the course in Welsh due to the number of Welsh speakers in attendance.	SOCIAL SERVICES