

Appendix I – Public Complaints in relation to the Welsh language standards

Date Received	Complaint
April 2016	English only letter sent in relation to Alley Gating.
April 2016	English response received by a service user requesting a postal vote.
April 2016	Complaint received by the Council Tax section regarding English only letter received.
May 2016	Complaint regarding the lack of Welsh language content on the Facebook pages of Western and Fairwater Leisure Centres.
May 2016	English only letter and licence sent in response to a service user request.
May 2016	English only Postal Vote confirmation letter sent in response to a service user request.
July 2016	Complaint regarding a bilingual email sent by the Cardiff Research Team with the English text above the Welsh text. The complaint alleged that the Council was in breach of the Welsh language standards.
September 2016	Temporary signs at Western Leisure Centre and posters at Fairwater Hub which displayed the English language text first.
October 2016	English text above Welsh text on posters in Llanrumney Leisure Centre.
October 2016	English email response to a Welsh email received by Waste Management.
November 2016	Complainant alleges that the Council did not respond to correspondence regarding parking fines because they were sent in Welsh.
November 2016	Complaint regarding the quality of the Welsh language services provided by the Council. The complaint alleges that: 1. Parking fine payment was not available on the website in Welsh. 2. There were no Welsh speakers within the Nursery admissions team. 3. No Welsh service available in Grangetown Hub.
January 2017	Incorrect Welsh on a poster within Libraries.
January 2017	Size of the Welsh text on the sign “Yr/The Hyb” outside Llandaff North & Gabalfa Hub.
February 2017	Incorrect Welsh on pitch update email notification sent by Parks.
February 2017	English text above Welsh text on a bus poster.
February 2017	Incorrect Welsh on a Fostering leaflet / poster.