

**APPENDIX 1**  
**Welsh Language Commissioner Complaint Investigations 2019-2020**

REF	DESCRIPTION	DIRECTORATE	DECISION / STATUS	DATE RECEIVED	FINAL DECISION DATE
<b>CSG547</b>	<p><b>i.</b> An allegation regarding signage on the vehicle CU67 V XK and other Council vehicles (no tools kept, mph and PSI).</p> <p><b>ii.</b> An allegation that the Council’s corporate logo treats the Welsh language less favourably than the English.</p> <p><b>iii.</b> An allegation that the following matrix signs treat the Welsh language less favourably than the English:</p> <ul style="list-style-type: none"> <li>➤ Sign on the A48 towards the East on 6 March 2019 at around 19:00 noting “Delays Ahead” in English only.</li> <li>➤ Sign on the A48 towards the West on 6 March 2019 at around 21:30 displaying “Gyrrwch yn AFOSUL”.</li> <li>➤ Sign on the A4243 at around 12:30 on 9 May 2019 displaying “CARDIFF WEST, PARK + RIDE, NEXT LEFT”.</li> </ul> <p><b>iv.</b> An allegation that an English only public notice has been placed near City Hall covering the Welsh version of the notice.</p>	<p>Planning, Transport &amp; Environment (Central Transport Services, Street Scene)</p>	<p>Standard(s) Breached.</p>	<p>10/05/2019</p>	<p>19/03/2020</p>
<b>CSG574</b>	<p>English only newsletter sent by the Cardiff Research Centre (<i>Welsh version followed 1 day later</i>)</p>	<p>Cardiff Research Centre, Policy &amp; Partnerships</p>	<p>No Investigation</p>	<p>19/06/2019</p>	<p>N/A</p>

<b>CSG610</b>	Allegation that the complainant had received English only letters from the Council's Parking Services.	Planning, Transport & Environment (Parking)	Provisional Decision Received - Standard(s) Breached.	13/08/2019	ONGOING
<b>CSG638</b>	Allegation that parts of the Council's website for renewing parking permits do not function fully in Welsh. The website in question is <a href="https://www.councilparking.org/cardiff/cym/pages/home.aspx">https://www.councilparking.org/cardiff/cym/pages/home.aspx</a>	Planning, Transport & Environment (Parking)	No Investigation	10/09/2019	28/04/2020
<b>CSG647</b>	Allegation that: <ul style="list-style-type: none"> <li>i. English only text ('date time stamp') appears on photos by the Parking Team.</li> <li>ii. A Parking Charge Notice appeal submitted in Welsh was 'dealt with in English' which lead to a delay in responding.</li> </ul>	Planning, Transport & Environment (Parking)	Awaiting Provisional Decision - evidence submitted to WLC 19/02/20	04/10/2019	ONGOING
<b>CSG648</b>	Allegation that a Welsh email sent to Parking.permits@cardiff.gov.uk 27/09/2019 did not receive a reply	Planning, Transport & Environment (Parking)	Verification request received 14/05/20	04/10/2019	ONGOING
<b>CSG656</b>	Allegation that a set of temporary electronic signs placed on Newport Rd and Castle St notifying the public that Westgate St was closed displayed text in English only.	External (Dŵr Cymru)	No Investigation	21/10/2019	20/12/2019

<b>CSG673</b>	An English only sponsored Facebook post by Visit Cardiff regarding the Volvo Ocean Race	Economic Development	No breach of Standards	03/12/2019	28/04/2020
<b>CSG674</b>	Complaint regarding an allegation that the Council will charge students who live within 3 miles of Ysgol Gymraeg Glantaf for transport to the school.	Education & Lifelong Learning	No Investigation	03/12/2019	22/01/2020
<b>CSG708</b>	<p>Allegations that:</p> <ul style="list-style-type: none"> <li>i. The Council responded to a Welsh email in English.</li> <li>ii. The standard disclaimer on Council emails place the English text above the Welsh text.</li> <li>iii. The Council uses @cardiff.gov.uk address as the display address, treating the Welsh language less favourably</li> </ul>	Corporate	A response to the initial letter has been provided. Awaiting the Welsh Language Commissioner's proposed Terms of Reference.	18/02/2020	ONGOING
<b>CSG712</b>	English only temporary road sign on Salisbury Rd Cathays	Highways	Investigation demonstrated that none of the signs in place were the responsibility of Cardiff Council and the Welsh Language Commissioner has been informed that this is the case.	25/02/2020	ONGOING