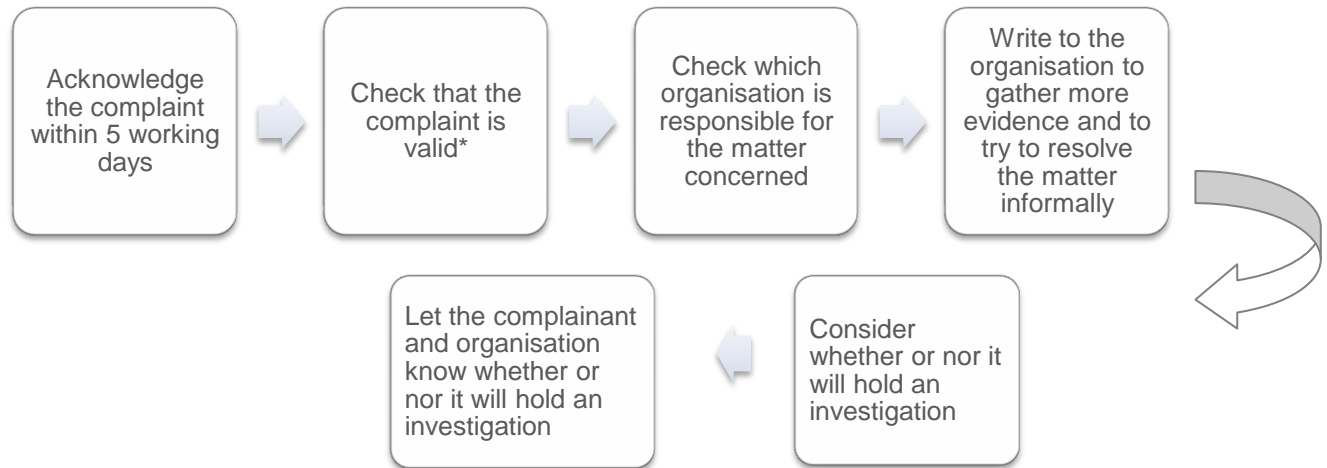


The process of dealing with complaints and holding investigations: Welsh language schemes

After receiving a complaint about an alleged failure to comply with a Welsh language scheme, the Commissioner will do the following:



- A valid complaint has been submitted in writing (unless personal circumstances prevent that), has been submitted within 12 months of the complainant becoming aware of the matter, has been referred to the organisation in the first instance, and that the organisation has had reasonable time to respond. If the complaint is not valid, the Commissioner will explain how to make a valid complaint.

Holding investigations

The Commissioner may decide to investigate in response to a complaint or because of another suspected failure to comply with standards (for example as a result of receiving information from the public, in the media, or information provided by an organisation). When holding an investigation, the Commissioner will do the following:

- Ask the organisation for information
- Analyse the evidence and determine whether or not the organisation has failed to comply with its Welsh language scheme
- Prepare a draft report on the conclusions of the report, including the recommendations, and give the organisation the opportunity to check the facts
- Publish the final report on its website and send a copy to the organisation and the Minister with responsibility for the Welsh language.