



Complaints relating to compliance with Welsh Language Standards

Public Health Wales is implementing the [Welsh Language Standards Regulations \(No.7\) 2018](#). If in the unfortunate circumstances you wish to raise a complaint relating to Public Health Wales' compliance with the Welsh Language Standards, you can contact us in Welsh or English via the details below;

Telephone: (029) 2010 4311

Email: complaints.publichealthwales@wales.nhs.uk

Post: Rhiannon Beaumont-Wood
Executive Director of Quality, Nursing and Allied Health
Professionals
Public Health Wales
Number 2 Capital Quarter
Tyndall Street
Cardiff
CF10 4BZ

What will we do once we have received your complaint?

We will:

- acknowledge your Welsh language complaint within 2 working days (weekends and bank holidays not included);
- at the same time, ask you if you have any particular needs that we should be aware of in dealing with your concern (e.g. do you want your complaint response and / or meeting in Welsh or English);
- investigate your complaint in accordance with the Welsh Language Standards;
- as part of the investigation, decide with you whether we need to get specialist advice or other independent help with resolving your complaint;
- let you know what we have found and what we are going to do about it;
- in most cases, let you have a final reply within 30 working days of the date when we first received your complaint (weekends and bank holidays not included). If we can't reply to you in that time, we will give you the reasons why and let you know when you can expect a reply.

Who will be my point of contact for the purposes of my complaint?

A Complaints Officer in the department to which the complaint relates will be assigned to deal with your complaint.

However, if at any time during the complaints process you would like to contact our Welsh Language Officer, please do so using the contact details below;

Welsh Language Officer: Caren Jones

Telephone: 01352 803225

Email: caren.jones@wales.nhs.uk

What should I do if I am still unhappy with my Welsh Language complaint?

If your complaint has been looked at by us and you are still not happy with our response, you can contact the Welsh Language Commissioner via the contact details below;

Telephone: 0345 6033 221

Email: post@comisiynyddygydraeg.cymru

Post: Mr Aled Roberts
Welsh Language Commissioner
Market Chambers
5-7 St Mary Street
Cardiff
CF10 1AT