



**The Open  
University**

## **Welsh Language Standards – Dealing with Complaints and Comments**

**(Mae'r ddogfen hon hefyd ar gael yn Gymraeg)**

### **Summary**

The OU is committed to providing Welsh language services of the highest quality to Students residing in Wales as well as the Welsh public, and in doing so is committed to dealing effectively with any concerns, comments, or complaints about our compliance with the standards.

In line with the requirements of the Welsh Language Standards, as required on The Open University (OU) on the 1<sup>st</sup> of April 2018, under Section 44 of the Welsh Language Measure (Wales) 2011, we will deal with any complaints or comments regarding our compliance with the standards.

We will attempt to rectify our mistakes and if we have failed to provide a service in Welsh to a student or member of the public as required by the standards, will we provide it, if that is still possible. If we get something wrong, we will apologise. Our aim is to learn from our mistakes and use the feedback we receive to improve our services.

### **Scope**

The standards do not apply to every aspect of our work – our courses and modules are exempt as an activity.

In terms of service delivery standards, the OU has a duty to comply with the Welsh language standards in the following areas:

- Admission/ selection of students
- Information provided to students about the OU

- Welfare of students
- Complaints
- Disciplinary proceedings in respect of students
- Careers service
- Student intranet
- Graduation ceremonies
- Assessments and examinations
- Grants and financial assistance
- Public lectures
- Learning opportunities
- Libraries and arts centres
- Calls to telephone numbers
- Signs on the OU's buildings

Many of the standards apply to the whole of The Open University, but most of them refer to The Open University in Wales only. Standards are applicable to services provided to the public in Wales and this includes services that are provided from outside of Wales.

The complaints procedure also applies to policy making standards and operational standards.

Full details can be found in our Compliance Notice, available [here](#).

**Please note that this procedure deals only with complaints or comments regarding matters directly related to the Welsh language standards. To make a complaint or appeal in respect of any other matter, follow the link [here](#)**

## **1 PROCEDURE FOR LODGING COMPLAINTS AND OFFERING FEEDBACK**

1.1 It's important that you contact us as soon as possible, and within 28 days of encountering the problem. Most issues can be resolved straight away. You can lodge a complaint in Welsh or English about our compliance with the Welsh language standards by:

- Email – [welsh-language@open.ac.uk](mailto:welsh-language@open.ac.uk)

- Letter to The Director, The Open University in Wales, 18 Custom House St, Cardiff, CF10 1AP

- 1.2 We aim to deal with complaints as quickly as possible. If a formal investigation is needed, the OU in Wales Director will be responsible for this process.
- 1.3 We will try to resolve concerns and complaints as soon as possible and aim to deal with most them within 20 working days of receipt. We will provide a written response to each complaint.
- 1.4 Comments and feedback about this procedure and how it might be improved are welcomed. Please submit these to [welsh-language@open.ac.uk](mailto:welsh-language@open.ac.uk)

## **2 RECTIFYING ISSUES**

- 2.1 If we discover that an error was made or shortcomings exist in our systems or policies, we will explain the situation regarding the complaint and explain which steps we plan to take to avoid similar situations in the future. This could include additional staff training or reviewing policies and procedures.
- 2.2 If we have failed to provide the complainant with a service they should have received in Welsh, we will provide it if possible, and if we fell short, we will try to rectify this. If there is a way for us to rectify the complaint swiftly, we may ask the complainant whether they would be happy to accept that in order to resolve the matter.
- 2.3 We will apologise if we have done something wrong.

## **3 KEEPING RECORDS AND REPORTING**

- 3.1 We will keep a record of the number and type of complaints each financial year.
- 3.2 We will keep copies of all written complaints we receive which are related to how we comply with the language standards, of which we have a duty to comply. We will also keep a copy of any written complaint we receive relating more widely to the Welsh language (whether the complaint relates to the standards or not).
- 3.3 All the complaints we receive and any steps taken to rectify the situation, will be reported anonymously to the Welsh language oversight group.

3.4 We will provide an Annual Report to the Welsh Language Commissioner that will include the number of complaints received during the year relating to how we complied with the standards of which we have a duty to comply.

#### **4 TRAINING**

4.1 We will ensure that all relevant staff members are aware of this policy either through briefing sessions or through induction sessions for new staff.

#### **5 REVIEWING**

5.1 This policy will be reviewed every three years or in response to changes to the Welsh Language Standards.