



Welsh Language (Wales) Measure 2011

2011 nawm 1

PART 2

THE WELSH LANGUAGE COMMISSIONER

Functions

14 Complaints procedure

- (1) The Commissioner must establish a procedure for the investigation of complaints about acts or omissions relating to the exercise of the Commissioner's functions ("the complaints procedure").
- (2) The complaints procedure must include provision about—
 - (a) how a complaint may be made;
 - (b) the person to whom a complaint may be made;
 - (c) the period within which consideration of a complaint must begin and be concluded; and
 - (d) action that the Commissioner must consider taking in response to a complaint.
- (3) The Commissioner may amend the complaints procedure.
- (4) The Commissioner must—
 - (a) ensure that a copy of the complaints procedure is available for inspection at the Commissioner's office, and
 - (b) ensure that copies of the complaints procedure are made available at such other places and by such other means (including by electronic means) as he or she thinks appropriate.
- (5) The Commissioner must ensure that the arrangements for inspecting and gaining access to copies of the complaints procedure are published in such a way as to bring those arrangements to the attention of persons whom the Commissioner thinks likely to have an interest in the procedure.