

This is a statement of our commitment as an organisation to meet our obligations framed in the Welsh Standards Compliance Notice issued to us by the Welsh Language Commissioner on 6 November 2017.

Openness on Standards

1. We have published a complete copy of our Compliance Notice on our website so that it is readily available to users of our service and to the general public. It is also available to all our staff in electronic form. It shows what we have a duty to undertake and provide in terms of Welsh Language Standards. All the standards that apply to us for *service delivery, policy making, operational and record-making* purposes are included in the document.

How we intend to comply

2. We intend to comply fully with the standards placed upon us, by implementing the arrangements, processes and facilities required by the standards without any exception. We will do this by ensuring that we have sufficient resources in place and *the will to achieve*. This will include ensuring that the percentage of fluent Welsh-speaking staff and tribunal members within the organisation is at least equal to the counterpart percentage within the general population of Wales. We will also encourage and support the learning of Welsh within our organisation. Additionally we will purchase Welsh Language translation and interpretation services whenever required.
3. We will place Welsh standards at the heart of our culture by ingraining a continual focus on the requirements of the standards and on improving what we deliver in Welsh Language terms. We will do this at the highest levels within our organisation (ie the Governing Council and the executive management team) by ensuring that language issues are always a standard item at all formal meetings. We will do this lower down within the organisation by forming a team of Welsh-speaking staff, which will monitor and innovate, and which will report to and influence the executive management team. We will encode the requirements of the standards into our written procedures and manuals as appropriate. As a bedrock to our Welsh Language consciousness as an organisation, all staff and tribunal members receive Welsh Language awareness training.

Ensuring that we comply

4. We have implemented the following arrangements to oversee our compliance as an organisation:
 - The executive management team has a standard item at each of its meetings to monitor any Welsh Language issues that are current within the organisation.

Valuation Tribunal for Wales

Compliance with Welsh Language Standards

- The CEO is required to report on Welsh Language issues and standards at each quarterly meeting of the Tribunal's Governing Council.
- A team of Welsh-speaking staff has been formed to monitor Welsh language issues within the organisation, to advise on matters of service delivery and standards compliance, and to make suggestions for change and improvement.

5. We have taken the following steps to promote the services that we offer and to facilitate the use of these services:

- Our website is bilingual and clearly presented as such. It includes a clear facility on all pages to switch from one language to the other.
- All letters and emails contain a bilingual statement that the use of Welsh is welcomed, and that the use of Welsh will not lead to a delay in service.
- Emails sent by fluent Welsh-speaking staff clearly state that the sender is a Welsh speaker. Those sent by Welsh learners state that the sender is a Welsh learner.
- We send out, with our formal acknowledgements of receipt of appeal, retainable postcards promoting the use of the Welsh Language. These postcards feature the Cymraeg logo and a statement welcoming use of the Welsh Language throughout the appeal process. They are designed to encourage Welsh speakers to use Welsh if they have not already begun the appeal process using the language.
- All telephone callers and office visitors are greeted bilingually.
- All our information leaflets are available in Welsh and our English leaflets clearly promote the availability of Welsh versions.
- All our signs at tribunal hearings are bilingual, with Welsh featuring first.

Complaints procedures

6. Any complaints relating to our compliance with Welsh Language standards will be handled under our established complaints policy and procedure. If, following our investigation into a complaint, we find that we have been non-compliant with regard to a standard that we have a duty to fulfil, we will apologise and we will put the matter right for the future. All staff are trained in implementing our complaints procedures on induction into their roles.

7. Although it is possible to complain directly to the Welsh Language Commissioner about non-compliance with a Welsh Language Standard, it is best in the first instance for a complainant to come directly to us. If we have failed to comply, we will be anxious to put it right. If we disagree with a complaint, a person may still approach the Welsh Language Commissioner on the matter after we have looked into it. There is nothing, therefore, to be lost by raising the matter with us first. If we have gone wrong, this will be the quickest route to getting the situation corrected.

Relationship of the statements in this document to standards included in our Compliance Notice

8. Paragraph 1 above has been made in response to our obligations under the following standards:

149, 155, 161, 167

9. Paragraphs 2 and 3 above have been made in response to our obligations under the following standards:

153, 159, 165

10. Paragraphs 4 and 5 above have been made in response to our obligations under the following standards:

151, 157, 163

11. Paragraphs 6 and 7 above have been made in response to our obligations under the following standards:

150, 156, 162