

**Residential Property Tribunal for Wales
Compliance with the Welsh Language Standards
March 2017**

**Produced in line with the requirements of
The Welsh Language Standards Regulations (No 4) 2016**

Service Delivery Standards

- We have provided communication to staff around responding to correspondence, telephone answering and e-mail messages.
- We have a pre-recorded message on our helpline that actively offers a Welsh language service.
- Staff will offer Tribunal users the opportunity to be transferred to a Welsh speaker when contacting the Tribunal (if they aren't Welsh speakers themselves).
- We have provided wording for staff to include in letter templates, offering Tribunal users an opportunity to receive correspondence in Welsh.
- All documents produced for public are available in Welsh and English, including application forms and guidance documents.
- Every page of our website is bilingual.

Policy Making Standards

- We will consider the impact of our operational decisions on the delivery of our services in Welsh, when exercising the Tribunal's statutory powers.

Record Keeping Standards

- The Tribunal's Compliance Notice (that details the Service Delivery, Policy Making and Record Keeping Standards that the Tribunal must comply with) has been published on the Tribunal's website.
- We will keep a record of the number of complaints we receive relating to our compliance with the Standards and will report back to the Welsh Language Commissioner on an annual basis.
- We will provide any information requested by the Welsh Language Commissioner which relates to the Tribunal's compliance with the Standards with which we are under a duty to comply.