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## Complaints

Wales Millennium Centre is committed to ensuring we comply fully with the Welsh language standards, but sometimes things can go wrong. We will always do our best to learn from our mistakes and to take steps to correct things when they do go wrong.

You can complain to us if you feel we have failed to meet the standards; we welcome your comments and see them as an opportunity to improve.

### How to make a complaint

We will treat every language complaint according to the Centre's complaints and comments procedure. You can complain by:

- Letter - Contact Centre, Wales Millennium Centre, Cardiff, CF10 5AL
- Phone – 029 2063 6464
- E-mail – [feedback@wmc.org.uk](mailto:feedback@wmc.org.uk)

The Contact Centre will record and respond to complaints about the standards. You will receive an acknowledgement and a full response within 10 days.

### Investigation

We will investigate each complaint in line with our service recovery procedure, led by a member of the Senior Management Team. The investigation will try to find if we have:

- made a mistake
- not followed a process or procedure
- don't have a process in place to comply with the standards

### Resolution and lessons learnt

Once we have received a complaint and held an investigation, we will take the appropriate steps to resolve the situation. This could include developing or revising a procedure or providing training for our staff. Our aim is to ensure that the same mistake does not happen again.

### Monitoring

We will be monitoring language complaints and providing regular feedback to our managers and staff. Any complaints relating to the Welsh language will be reported to the Welsh Language Commissioner each year.

wmc.org.uk  
029 2063 6464

Mae croeso i chi gysylltu â ni yn Gymraeg



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