



Comisiynydd y
Gymraeg
Welsh Language
Commissioner

Oliemata O'Donoghue
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8/11/2023

Annwyl Oliemata,

Welsh language customer service phone line

I have just received a letter from you stating your intention to end the Welsh language helpline on the 15 January 2024. It is extremely disappointing that you have reached this decision, and that you failed to consult with my office in making the decision or given warning of the announcement.

The offer of a call-back service in Welsh within three working days in Welsh means that you are providing an inferior service to Welsh speakers, and as you know the Welsh language is an official language in Wales.

You state that the numbers accessing the Welsh phone number is low, however, you have received advice and encouragement by my office to promote the service better, but there has been no evidence that this has happened.

I would like to arrange an urgent meeting with you to discuss the situation and to discuss any further options before this important service comes to an end. I'd be grateful if you can you please suggest some possible dates and time?

Yours sincerely,

Efa Gruffudd Jones
Welsh Language Commissioner