

SWANSEA WELLBEING CENTRE regards the Welsh and English languages with equal importance and believes that all who make contact the organisation have the right to do so in Welsh or English, whichever is their chosen language. We can offer our meet and greet and Wellbeing Mentoring services in Welsh.

Publicity and promotional material

Although SWC will endeavour to provide all printed materials bilingually, we will consider environmental impact and may make judgements on whether to provide material in whichever language is appropriate. In this case, people will be asked to specify in which language they would prefer to receive material.

Partnerships

Where SWC works in partnership with other organisations it will act in accordance with its own Welsh language policy and will encourage its partners to work bilingually.

Written correspondence

SWC welcomes written correspondence in Welsh or English and the response will be made in the language of the original correspondence. Where the correspondence is bilingual the reply will be made in the language choice of the member of the team that is preferred by the recipient.

Corresponding through the medium of Welsh will not lead to delay.

Verbal communication

Visitors or callers to the organisation will be greeted in the preferred language of the person visiting but enquiries in Welsh or English will be welcomed. Procedures are in place to ensure that calls received in Welsh are dealt with promptly and returned in the same language.

Centre identity

SWC is committed to upholding its Public image and identity and recognises the importance of all visitors having the choice to speak in Welsh Language as a human right and respect and value this.