

Llais Cymru

by email: [enquiries@llaiscymru.org](mailto:enquiries@llaiscymru.org)

16 October 2025

Dear Llais Cymru

### **British Sign Language (Wales) Bill**

The Equality and Social Justice Committee is undertaking scrutiny of the British Sign Language (Wales) Bill.

As part of its work in this area, the Committee has taken evidence from witnesses, some of whom have suggested that it is difficult for Deaf people in Wales to access public services. Although due in part to a lack of availability and provision of British Sign Language interpreters there are also concerns about the accessibility of complaints procedures generally.

The Committee would like to know:

- 1- How complaints from Deaf BSL signers are handled at Llais Cymru;
- 2- How do you ensure that your complaints process is accessible;
- 3- Whether you have been involved in any cases in which British Sign Language was a key feature of the dispute between the complainant and the public service provider;
- 4- Whether you could share any data on the number of complaints you have received regarding the access to British Sign Language by public service providers and a summary of the nature of those complaints;

We would be grateful for a response by 31 October and look forward to receiving it.

Yours sincerely,

Jenny Rathbone MS

A handwritten signature in black ink, appearing to read 'Jenny Rathbone', written in a cursive style.

Chair of the Equality and Social Justice Committee, Senedd Cymru

Croesewir gohebiaeth yn Gymraeg neu Saesneg.

We welcome correspondence in Welsh or English.