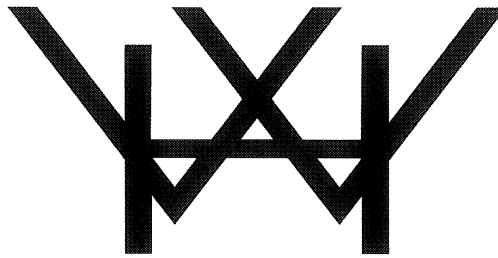

GENERAL NOTICE

NOTICE 294 OF 2015

William Humphreys
Art Gallery



an agency of the
Department of Arts and Culture

LANGUAGE POLICY

1. INTRODUCTION

The William Humphreys Art Gallery (WHAG) is an entity that collects, conserves, researches and exhibits works of art. The WHAG is a one site public entity located in Kimberley, Northern Cape, South Africa.

2. PURPOSE

To establish a policy to give effect to the Use of Official Languages Act, No 12 of 2012, and Regulations.

3. POLICY STATEMENT

WHAG is situated in Kimberley, Northern Cape where the dominant languages are English, Afrikaans and Tswana so the official languages of WHAG will be those three languages.

4. INTERNAL COMMUNICATION

The working language for internal verbal, written and electronic communication, hearings and proceedings will be English but no person will be prevented from using the language of their choice at any given time.

Should a staff member wish to engage formally with another staff member in a language other than English, the staff member should give sufficient notice of their intention so that a translator can be engaged for this purpose.

All governance, administrative, financial and collections records will be compiled in English.

5. EXTERNAL COMMUNICATION

WHAG's Annual Report and other official reports and official publications will be produced in English

All new signage and promotional material will be produced in the three official languages.

Advertisements in newspapers (or other external media) will be produced in the language of the newspaper.

Enquiries by outside parties will be answered in language used by said party, limited to English, Afrikaans or Tswana.

Enquiries to outside parties by WHAG officials shall be in English, Afrikaans or Tswana.

If any service is required by an outside party that cannot be communicated in the three official languages, the service will be outsourced and the costs incurred charged to the user.

When presenting exhibitions WHAG will endeavour to use the three official languages when it is possible and practicable.

6. COMPLAINTS

All complaints regarding the Language Policy of WHAG must:

- a. be in writing
- b. lodged within 3 months of arising
- c. state the name, address and contact information of person lodging the complaint.
- d. provide full details of complaint

Complaints regarding the Language Policy of WHAG may be delivered to:

The Director
William Humphreys Art Gallery
Cullinan Crescent
Civic Centre
Kimberley

or can also be e-mailed to whag@eject.co.za, faxed to 053 8322221 or posted to:

The Director
P O Box 885
Kimberley 8300

The Director of WHAG may:

- a. request additional information
- b. request a meeting with the person lodging the complaint

The Director of WHAG must:

- a. consider the complaint and make a decision within 3 months of receiving it
- b. inform the complainant in writing of the decision

A complainant may lodge an appeal to the accounting authority of WHAG:

- a. within 1 month of the decision

The accounting authority must:

- a. consider the complaint and make a decision within 3 months of receiving it
inform the complainant in writing of its decision
- b. inform the complainant in writing of its decision

7. ACCESS TO THIS POLICY

This policy will be published in the three official languages.

Hard copies or electronic copies of this policy can be requested from the Director of WHAG.

8. FINANCIAL IMPLICATIONS

WHAG will make use of the free services of the Department of Arts and Culture for the translation of official documents and other media.

9. APPROVAL BY ACCOUNTING AUTHORITY

CHAIRPERSON OF COUNCIL

DATE
