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**CONTENTS • INHOUD***No.**Page  
No.      Gazette  
            No.***GENERAL NOTICE****Arts and Culture, Department of***General Notice*

294	Use of Official Languages Act (12/2012): William Humphreys Art Gallery: Language Policy .....	3	38660
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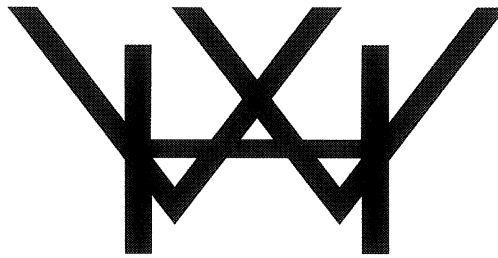
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## GENERAL NOTICE

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**NOTICE 294 OF 2015**

William Humphreys  
Art Gallery



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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](mailto: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

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# IMPORTANT *Reminder* from Government Printing Works

Dear Valued Customers,

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GPW does not accept responsibility for notice requests submitted through the discontinued channels as well as for the quality and accuracy of information, or incorrectly captured information and will not amend information supplied.

Thank you!

For any queries, please contact the eGazette Contact Centre.



[info.egazette@gpw.gov.za](mailto:info.egazette@gpw.gov.za) (only for queries).

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