



Welsh Language Standards Annual Report for 2025



Contents

About the General Chiropractic Council	2
Implementing the Welsh Language Standards	2
Background	2
Summary	3
Our progress in 2025	3
Welsh language metrics.....	6

About the General Chiropractic Council

The General Chiropractic Council (GCC) is an independent statutory body responsible for regulating the chiropractic profession in the UK, Isle of Man and Gibraltar. Its role is to protect the health and safety of the public by ensuring the highest standards of practice within the chiropractic profession.

Established by the Chiropractors Act (1994), the GCC is one of ten UK health and social care regulators. Its regulatory responsibilities were enhanced through the Health and Social Care (Safety and Quality) Act 2015, which stipulates that all regulators should:

- 1) Protect, promote, and maintain the public's health, safety, and wellbeing.
- 2) Promote and maintain public confidence in their respective professions.
- 3) Promote and maintain proper professional standards and conduct for members of that profession.

The GCC has a duty within the Chiropractors Act to develop the profession. It undertakes this duty by:

- 1) Maintaining a national register of chiropractors. A person cannot practise or describe themselves as a chiropractor unless registered with the GCC.
- 2) Upholding the Code for standards of conduct, performance, and ethics for chiropractors.
- 3) Acting if a chiropractor fails to meet the standards contained within the Code.
- 4) Setting educational standards for individuals training to become chiropractors.

Implementing the Welsh Language Standards

Background

On 31 October 2022, the Welsh Language Standards (No.8) Regulations 2022 came into force and, following draft notices and consultations with the Executive, it was issued by the Welsh Language Commissioner to the GCC effective from 6 December 2023.

There are 67 Standards to be met. The GCC welcomes the framework as a clear approach to how we can serve the public in Welsh and consider the impact of our policy making on the use of the Welsh language.

Beyond the standards we embrace the spirit of the framework as a tool to promote and facilitate the use of the Welsh language – and we look to encourage the use of Welsh by the individuals registered with us.

Summary

The Welsh Language Commissioner issued the final compliance notice to the GCC in June 2023, and from 6 December 2023 the GCC was a party to the Welsh Language Standards (No.8) Regulations 2022.

This report covers January to December 2025, which mirrors both the registration and financial years of the GCC.

Our progress in 2025

The GCC has to meet 67 Welsh Language standards. Many of the standards are triggered by an external event (for instance a member of the public contacts us in Welsh) however we are confident we have processes in place to meet these standards when the circumstances arise.

Standards 1-7: Correspondence and contact

The GCC did not receive or send any qualifying correspondence or contact during the period. Letter templates and email signatures highlight:

If you choose to write to us in Welsh, we will respond in Welsh. Corresponding in Welsh will not lead to delays. However, please note that none of our staff speak Welsh at the moment.

Os byddwch yn dewis ysgrifennu atom yn Gymraeg, byddwn yn ymateb yn Gymraeg. Ni fydd gohebu yn Gymraeg yn arwain at oedi. Fodd bynnag, nodwch nad oes yr un o'n staff yn siarad Cymraeg ar hyn o bryd.

The Interactive Voice Response system on the main GCC telephone line offers callers the full list of services in Welsh.

Standards 8-15: Meetings and public events

The GCC did not hold any in-person meetings in Wales during 2025.

The GCC Teams meeting invitation template highlights:

If you are based in Wales and wish to conduct this meeting in Welsh, please let us know so that we can best consider the translation requirements. However, please note that currently none of our staff speak Welsh.

Os ydych chi wedi'ch lleoli yng Nghymru ac yn dymuno cynnal y cyfarfod yn Gymraeg, rhowch wybod i ni fel y gallwn ystyried orau'r gofynion cyfieithu. Fodd bynnag, nad oes yr un o'n staff yn siarad Cymraeg ar hyn o bryd.

However, the GCC did not receive any requests to conduct online meetings in Welsh.

The GCC did not organise any events or meetings in Wales in 2025 that were open to the public.

Standards 16-22: Publications, publicity, documents and forms

During 2025 the GCC published, in English and Welsh:

- [GCC Strategy 2026-2030](#)
- [2024 GCC Annual Report](#)
- [2024 Welsh Language Standards Annual Report](#)
- [Clinical Placement Toolkit](#)

GCC Guidance for Registrants:

- [Candour](#)
- [Confidentiality](#)
- [Consent](#)
- [First Aid](#)
- [Professional Boundaries](#)
- [Social Media](#)
- [Subluxation](#)

As well as draft policies, and Equality and Welsh language impact assessments, relating to two consultations (see [standards 42-50](#) below).

I'm Registered Mark:

Chiropractors can download a personalised poster and I'm Registered mark to highlight to patients that they are registered with the GCC. The personalised poster and mark are both available in Welsh from the registrant portal. In total, 12 different chiropractors have downloaded the Welsh language version of their personalised poster.

Personalised I'm Registered Posters downloaded annually.		
	Welsh	English
2023	8	230
2024	3	170
2025	1	159



Standards 23-32: Investigations and legal proceedings

The GCC did not receive any qualifying requests for proceedings or documentation in the Welsh language during the period. Hearing templates and documents that are sent to registrants and witnesses highlight:

You have the right to use the Welsh language when presenting written cases or submitting documents to us in relation to this investigation. Please let us know if you would like to speak Welsh in meetings, hearings, or arranged telephone calls, or if you would like to receive documents relating to this investigation in Welsh; and we will make the relevant arrangements. Please note that none of our staff speak Welsh.

Mae gennych yr hawl i ddefnyddio'r Gymraeg wrth gyflwyno achosion ysgrifenedig neu gyflwyno dogfennau i ni mewn perthynas â'r ymchwiliad hwn. Rhowch wybod i ni os hoffech siarad Cymraeg mewn cyfarfodydd, gwrandawliadau, neu alwadau ffôn wedi'u trefnu, neu os hoffech dderbyn dogfennau sy'n ymwneud â'r ymchwiliad hwn yn Gymraeg; a byddwn yn gwneud y trefniadau perthnasol. Sylwer nad oes yr un o'n staff yn siarad Cymraeg.

Standards 33-36: Websites and social media

The [GCC website](#) is available in the Welsh language and can be toggled between English and Welsh using the CY and EN links in the navigation bar.

We did not post any social media content which related exclusively to Wales during 2025, nor did we produce any social media in the Welsh language.

Standards 37-38: Official Notices

We did not produce any qualifying official notices during the relevant period in 2025.

Standards 39-41: Raising awareness about our Welsh language services, and our corporate identity

We did not provide any qualifying services during the relevant period in 2025. Our contact page on the website includes:

If you choose to communicate with us in Welsh, we will respond in Welsh. Corresponding in Welsh will not lead to delays. However, please note that none of our staff speak Welsh at the moment.

We have, and use when appropriate, a Welsh language version of the corporate identity.

Standards 42-50: Policy Making

During 2025, in preparation for the introduction of the Code of Professional Practice, we rewrote our Guidance for Chiropractors on Professional Boundaries. This was then subject to a formal consultation. In preparation for the consultation we considered what effects, if any, the proposal would have on opportunities to use the Welsh language, on treating the Welsh language no less favourably than the English language and if there were further steps we could take to positively impact the use of the Welsh language. Our considerations were outlined in an [Equality and Welsh Language Impact Assessment](#).

We also redesigned our “Guidance for chiropractors” and updated all references to principles and standards within the Code (2016) to their equivalents in the new standards. While these were not a change in policy, we have used the opportunity to translate the documents into the Welsh Language. Links to the revised documents are available under standards 16-22.

During 2025 we reviewed and developed our Corporate Strategy for 2026-2030. This was subject to a formal consultation. In preparation for the consultation we considered what effects, if any, the proposal would have on opportunities to use the Welsh language, on treating the Welsh language no less favourably than the English language and if there were further steps we could take to positively impact the use of the Welsh language. Our considerations were outlined in an [Equality and Welsh Language Impact Assessment](#). The final strategy was published in October 2025.

Standards 51-56: Developing our workforce

The GCC has assessed the language skills of our workforce and offered all staff and partners an opportunity to take the Work Welsh Online Taster course.

The staff induction pack includes a Welsh section to ensure that future staff also develop an awareness of the Welsh language and understand our responsibilities under the standards.

Standards 57-60: Recruiting and Appointing workforce

During 2025 we recruited to fill 9 staff vacancies (five permanent and 4 temporary) and 9 partner roles (including two Council Member). In each case it was judged that Welsh Language Skills were not necessary for the role, however we did recruit a temporary member of staff who spoke Welsh.

Standards 60-67: Records, standards and information relevant to the Welsh Language Standards

The GCC has in place systems to capture the metrics required by the Welsh Language Standards. The details are below.

Welsh language metrics

As per our duty in standard 66, during 2025 the GCC recorded:

Complaints	
The number of complaints received related to our compliance with the Welsh Language Standards.	0
Staff Welsh Language Skills	
Number of employees who have Welsh language skills as at 31 December 2025	1
Staff Recruitment	
Number of new and vacant posts advertised Of which number categorised as:	16 (8 staff, 8 partner)
Welsh language skills essential;	0
Welsh language skills needed to be learned on appointment;	0
Welsh language skills desirable;	0
Welsh language skills not necessary;	16

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[This document is also available in Welsh](#)