## **TABLE OF CONTENTS**

## PART ONE LANGUAGE COMMISSIONERS: THE INSTITUTIONAL AND LEGAL LANDSCAPE

l.	Institutional Variations for the Protection and Promotion of Official, Minority and Indigenous Languages: From Official Languages to Human Rights	
	Linda C. Reif	3
II.	Language Commissioners as Officers of the Legislature: Values-Based Mandates and Transparent Accountability	
	Ann Chaplin	27
111.	Access to Justice: 'The Ombuds Way'	
	Nora Farrell	51
IV.	Of Tongues and Teeth: The Enforcement Powers of Canada's Language Commissioners	
	François Larocque	71
V.	An Coimisinéir Teanga and Comisiynydd y Gymraeg: The Challenges of a Changing Legislative Environment	
	Robert Dunbar	101
VI.	Competence and Complexity: The Role of the Welsh Language Commissioner	
	Thomas Glyn Watkin	125

## **PART TWO**THE PIONEERS AT WORK

VII.	Investigations: An Effective Tool to Influence Language Policy	
	Colm Ó Coisdealbha	149
VIII.	Levers for Action of the Language Commissioner: Proactivity for More Impact	
	Hermann Amon	167
IX.	The Need for Community Involvement in the Development of Language Legislation, Policy and Programs	
	Shannon Gullberg	185
Χ.	Dyfal Donc a Dyrr y Garreg: The Welsh Language Commissioner's Work in Ensuring the Rights of Welsh Speakers in the Field of Health and Social Care 2012–19	
	Lowri W. Williams	205
XI.	The Flemish Ombudsman Speaks Dutch in a Conciliatory Tone	
	Bart Weekers	223
XII.	The Spirit of the Act: Investigations and Equality of Status at the Office of the Commissioner of Official Languages of Canada, 1969–2019	
	Martin Cyr Hicks	239
XIII	. Protecting Language Rights in <i>Euskadi</i> : The Basque Ombudsman's Experience	
	Rafael Sainz de Rozas	259
XIV	The Commissioner of Official Languages for New Brunswick: An Agent of Change	
	Hugues Beaulieu	275
XV.	Creating a Bilingual Administration in Kosovo: A Struggle with the Heritage of History?	
	Slaviša Mladenović	293