

Complaint Procedure

At Plas y Brenin, we're committed to providing a high-quality experience for everyone who interacts with us. If something hasn't gone as expected, we welcome your feedback and take all complaints seriously.

How to Make a Complaint

If you'd like to raise a complaint, please complete our online complaints form. This ensures your complaint reaches the right team and can be handled efficiently.

If you raise a complaint in person, our staff will aim to resolve it informally at the time. If the issue cannot be resolved immediately, you will be asked to submit your complaint via our online complaints form, so it can be properly recorded and followed up. All in-person complaints are treated with the same level of care and attention as those submitted online.

If you are unable to access the online form, please contact us by phone 01690 720214 or email info@pyb.co.uk and we will assist you in submitting your complaint.

What Happens Next

- **Acknowledgement:** You'll receive an automated confirmation once your form has been submitted.
- **Review:** Your complaint will be reviewed by a relevant member of our team.
- **Response:** We aim to respond within 10 working days. If your complaint requires more time to investigate, we'll let you know and keep you updated.

Further Steps

If you're not satisfied with the response, you can request a review by a senior member of the team who was not involved in the original handling of your complaint. Alternatively, you can write to the Chief Executive at: Plas y Brenin, Capel Curig, Conwy, LL24 OET

Fund Raising Complaints

As a charity, we are registered with the Fundraising Regulator and follow the Code of Fundraising Practice. If your complaint relates to fundraising and you are not satisfied with our response, you can escalate it to the Fundraising Regulator.

You can contact them via their website: www.fundraisingregulator.org.uk

Or by email: enquiries@fundraisingregulator.org.uk

Our Commitment

All complaints are handled fairly, respectfully, and confidentially. We use feedback to improve our services and ensure a positive experience for everyone.



PLAS Y BRENNIN

NATIONAL OUTDOOR CENTRE