



PLAS Y BRENIN
NATIONAL OUTDOOR CENTRE

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 email us at info@pyb.co.uk. This ensures your complaint reaches the right team and can be handled efficiently.

If you raise a complaint in person, our team will aim to resolve it informally at the time. If the issue cannot be resolved immediately, you will be asked to email your complaint to info@pyb.co.uk 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 by email.

If you are unable to email us, please contact us by phone on 01690 720214 and we will assist you in submitting your complaint.

What to Include in Your Complaint

To help us investigate effectively, please include:

- Your full name.
- A clear description of the issue.
- When the issue occurred, including dates and times if possible.
- Who was involved, if relevant.
- Any steps you have already taken to resolve the issue.
- Any supporting information (e.g., booking references, screenshots, documents).

What Happens Next

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 Officer at:

Plas y Brenin, Capel Curig, Conwy, LL24 0ET

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.

Website: www.fundraisingregulator.org.uk

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.



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