

Lottery Complaints Procedure

1. A complaint may be raised with any member of staff, verbally or in writing. Complaints may be made formally or informally. Staff will deal with complaints in a sensitive manner. If, due to the nature of a complaint, the member of staff is unable to handle the complaint verbally, written details will be passed to the Lottery manager.

2. If the complainant wishes to make a verbal complaint, the following details should be recorded in all instances:

- The name of the person making the complaint.
- The complainant's contact details.
- The date received.
- The name and position of the person receiving the complaint.
- A full description of the complaint, which the complainant should be asked to sign off for accuracy (where appropriate).
- The outcome or response the complainant is seeking, including whether they want a response and, if so, in what form.
- Any special communication requirements or other needs the complainant might have.

3. All complaints will be reported in the first instance to the Lottery manager and logged on the internal Hospice Web form.

4. For all formal complaints, the Lottery manager will be the complainant's point of contact throughout the complaint. The Lottery manager will ensure an investigation is conducted and will inform the complainant of any delays in the process.

5. An acknowledgment of the receipt of a complaint will be made to the complainant within 3 working days by the person nominated to investigate the complaint. At this time, an offer must be made to discuss with the complainant at a time of their choosing, how the complaint is to be handled and the response period required.

6. A formal response from the member of staff charged with investigating the complaint will be sent ASAP and in normal circumstances, whenever possible, within 20 working days. If it is not possible to respond within 20 working days, an interim response will be sent, informing the complainant of the progress that has been made and setting out the expected timeframe for completion.

9. The full response will include a summary of the investigation findings. The complainant will be invited to confirm, by writing or by phone, if they are satisfied with the outcome. If the complainant is satisfied, the complaint will be closed. The deadline for response on this will be 10 working days, after which, if no response is received, the complaint will be closed.



WEEKLY LOTTERY

10. Whilst we aim to resolve complaints within 20 working days, the entire complaints process, including internal escalation, may not take longer than eight weeks from when the complaint is first received (the 'clock may be stopped' in case the customer fails to respond). Should the complaint be unresolved by the end of the eight week period, a letter will be sent with the final decision and statement that this is the end of the complaints process.

11. If the complainant is not satisfied with the outcome, the complainant may refer the matter to the Independent Betting Adjudication service (IBAS):

IBAS
PO Box 62639
London
EC3P 3AS
Tel: 020 7347 5883

Through the Hospice Lotteries Association (HLA) we are registered with IBAS. Complainants may register their complaint with them but only after the other steps above have been completed.

IBAS acts as an impartial adjudicator on disputes that arise between gambling operators who are registered with them and their customers.

12. If the complaint is referred to Independent Betting Adjudication Service Limited Ltd, Hospice in the Weald will cooperate fully with any ensuing investigation.

13. If the complaint was justified, the relevant manager will ensure that an anonymized summary is sent to the appropriate team to ensure lessons are learned and practice is improved/changed. The manager will determine appropriate actions and ensure compliance. Staff members should be supported to reflect on their practice as required.