

St Gemma's Hospice Lottery Complaints and Disputes Procedure

St Gemma's Hospice is committed to providing excellent levels of service to its raffle entrants. We are constantly striving to meet the expectations of our supporters, and we welcome feedback about service improvements or where expectations have not been met.

If you have a complaint:

Step 1 – Initial complaint

Issues of concern can usually be resolved by talking them through with the person you first dealt with or another member of our staff. The staff member will log your complaint, record your contact details, who took the call, nature of your complaint and how the complaint was resolved. However, we recognise that sometimes this may not be adequate, or you may feel your concerns have not been properly addressed after talking them through with a staff member.

If this is the case, then you can follow the complaints procedure below so that issues and concerns can be raised with management and addressed appropriately. At each stage we will keep a log of all our interactions with you.

Step 2 – Write in

If we haven't reasonably met your expectations, you can write to or email the Lottery Promoter.

Please tell them:

- The nature of the complaint
- When it happened
- Who dealt with you
- What you would like us to do to put things right.

This helps us to fully understand the nature of your complaint and begin our investigations. Once we have received your complaint, the Promoter or one of his/her colleagues will acknowledge receipt of your letter in writing within 5 working days and you can normally expect a full written response within 15 working days of this acknowledgement. Our aim is to resolve the complaint to your complete satisfaction at this level.

Step 3 – Still not resolved

If your complaint cannot be resolved to your satisfaction by the Promoter then you can refer it to the Hospice's Chief Executive by writing to them at the Hospice within 15 working days of the Promoter's response. The Chief Executive will conduct an investigation into your complaint and respond to you within 15 working days.

Step 4 – Final Internal Step

In the unlikely event that your complaint remains unresolved then you can ask for the matter to be referred to the Hospice's Board of Trustees within 15 working days of the Chief Executive's response. You can contact the Board of Trustees via the Hospice and one of them will review the preceding investigations and respond to you within 15 working days.

Step 5 – Referral to Arbitration

If, at this stage, you still feel that your concerns have not been fully addressed you can refer your complaint to the Independent Betting Arbitration Services (IBAS).

Independent Betting Arbitration Service (IBAS)
PO Box 62639
London EC3P 3AS

0207 3475883

www.ibas-uk.com