

April 2019



Procedure for Making a Complaint - For Customers and Members of the Public

1. Local Hospice Lottery Ltd is committed to accepting and handling all complaints and disputes in a timely, fair, open and transparent manner.
2. Please let us know as soon as possible if you are unhappy with anything that Local Hospice Lottery Ltd or its members of staff or representatives have, or have not, done.
3. If you are with, or on the telephone to, a member of the Local Hospice Lottery team and wish to make a complaint, please let them know what you are unhappy about. They will try to sort the problem out straight away. If this does not resolve your concern(s), please ask to speak to the person in charge of the team you are dealing with and they too will do their best to resolve the situation.
4. You can also raise a complaint with Local Hospice Lottery Ltd in person, by letter, email, telephone, via the contact form on our website, via live chat on our website or via our social media pages on Facebook or Twitter.

Our contact details are as follows:

Local Hospice Lottery Ltd
Address: The Barn, Glandfields Farm,
Chelmsford Road, Felsted CM6 3LT
Freephone: 0800 316 0645

Email: complaints@localhospicelottery.org
Website: <https://www.localhospicelottery.org>
Facebook: [@localhospicelottery](https://www.facebook.com/localhospicelottery)
Twitter: [@Hospice_Lottery](https://twitter.com/Hospice_Lottery)

When contacting us, please provide your contact details (e.g. name, address, telephone number and email address) and, if applicable, your lottery number (if known).

5. Details of your complaint will be recorded on receipt to ensure that the matter is properly dealt with.
6. If we are unable to satisfactorily resolve your complaint immediately upon receipt, we will formally acknowledge your complaint within two working days

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7. We aim to provide a full response to your complaint within a further ten working days and no later than eight weeks from the date we received your complaint. If appropriate, we will send you an interim response ten working days after our acknowledgement and at regular intervals (of not more than ten working days) thereafter to explain how our investigation is progressing. The full response will be in the form of a letter, documented telephone conversation or email.
8. If we are unable to fully resolve your complaint to your satisfaction within eight weeks of receipt, or we have reached a stalemate/deadlock situation prior to this time, you can escalate your complaint to the Fundraising Regulator (if fundraising- related) or an independent Alternative Dispute Resolution (ADR) entity (if gambling-related), free of charge, if you wish to do so. ADR entities act as independent middlemen between service providers and customers when complaints cannot be resolved. ADR is a voluntary process through which parties attempt to settle disputes without going through the courts. The main forms of ADR are arbitration and mediation.
9. For gambling-related complaints, you can refer your complaint to the Independent Betting Adjudication Service (IBAS). Local Hospice Lottery Ltd is registered with IBAS via its membership of The Hospice Lotteries Association (HLA). IBAS can be contacted by telephone on 020 7347 5883, or via their website at:
<https://www.ibas-uk.com/consumers/claim-wizard/>
10. For fund-raising related complaints, you can refer your complaint to the Fundraising Regulator to investigate. The Fundraising Regulator can be contacted by telephone on 0300 999 3407, or via their website at:
<https://www.fundraisingregulator.org.uk/complaints/make-complaint>
11. If you are not satisfied with any action taken in response to your complaint, please contact the LHLL Complaints Officer using the contact details shown below:

Email: complaints@localhospicelottery.org

Telephone: 0800 316 0645