



Issue 5 August 2018

Complaints and disputes procedure

Any complaints regarding the draw can be made directly to Oakhaven Hospice Limited by contacting our dedicated supporter care team on 01590 613025 or by email at lottery@oakhavenhospice.co.uk

We will respond to initial complaints and queries within 48 hours of receipt of the complaint.

If the complaint is not satisfactorily resolved, the matter will be escalated to an Oakhaven Hospice Senior Manager.

Every complaint will be taken seriously and fully considered by Oakhaven Hospice in order that a satisfactory resolution can be achieved.

In the event that a satisfactory outcome can still not be reached, in accordance with the agreed protocol arranged on behalf of members of the Lotteries Council the matter will be referred to The Independent Betting Adjudication Service (IBAS), which acts as an impartial adjudicator on disputes that arise between gambling operators and their customers.

- ii. The player will be provided with IBAS referral details.
- iii. The outcome of IBAS intervention will be reported to the Gambling Commission.

Oakhaven Hospices Lottery is licensed by the Gambling Commission.

Website: www.gamblingcommission.gov.uk.

Promoter: Oakhaven Lottery Company, Lower Pennington Lane, Lymington SO41 8ZZ

Responsible Person: Diane Platt

All profits from the Oakhaven Lottery go to Oakhaven Hospice Trust

Registered Charity Number: 900215

Complaints and Disputes Procedure:

Oakhaven Hospice will:

- a) a) Make this Complaints and Disputes Procedure available to a potential or actual customer (“the customer”) via The Oakhaven Hospices website (www.oakhavenhospice.co.uk), or upon request.
- b) Handle all complaints in accordance with this Complaints and Disputes Procedure.
- c) c) Advise the Gambling Commission on the status of all disputes that are referred to the Promoter (see below).

The Complaints and Disputes Procedure is outlined as follows:

Only £1 per entry. Drawn each and every Friday. Must be 16 or over to play. Underage gambling is an offence. Licensed and regulated by Gambling Commission. Licence No. 02085. Website: www.gamblingcommission.gov.uk Promoter: Oakhaven Lottery Company, Lower Pennington Lane, Lymington SO41 8ZZ. Responsible Person: Diane Platt. All proceeds to Oakhaven Hospice. Full Terms and Conditions can be obtained from the Lottery Office at the Hospice address above. Registered office: Oakhaven Lottery Company, Lower Pennington Lane, Lymington SO41 8ZZ Company Registration No: 339521. Registered Charity No: 900215



In the event that a customer has encountered a problem or has a concern to raise in respect of the Lottery, then Oakhaven Hospices will in the first instance advise the customer to contact the Lottery Office.

Any problems or concerns that are brought to the Lottery Office's attention will be formally recorded within the Lottery Complaints Log, initially as an 'incident', for Oakhaven Hospices' future analysis and Gambling Commission reporting purposes.

We aim to respond as soon as possible, but normally within five days. If the investigation of the complaint is likely to take longer than five days, we will write to you to let you know the proposed timescales and next steps, aiming to resolve your complaint within a maximum of 30 days.

We will investigate your complaint involving relevant parties as necessary.

We will contact you to let you know the outcome of your complaint and any actions we have taken as a result of this.

Stage 1

If you are unhappy with the resolution of your complaint, you should put your complaint in writing to Diane Platt, Oakhaven Lottery Company, Lower Pennington Lane, Lymington SO41 8ZZ

The matter will be escalated to a 'dispute', if applicable.

You will then be sent an acknowledgement of your complaint in writing, within 48 hours of us receiving it and an investigation of your complaint will then begin.

Stage 2

Every effort will be made to complete this investigation within 7 days of receipt.

We will then contact you with our findings, recommendations and proposed actions.

If you are still not satisfied, we will refer your complaint / dispute to the free to access, Independent Betting Adjudication Service (www.ibas-uk.com) within two months of our decision.

IBAS will act as an impartial adjudicator after the complaint/dispute has been through both of the above stages of our own internal dispute procedure and a deadlock still exists.

Stage 3

An IBAS panel of experts will apply their specialist knowledge to the facts and adjudicate by reference to our own terms and conditions.