

## St Peter's Hospice Local Lotto Complaints Procedure

St Peter's Hospice Local Lotto is committed to providing excellent levels of service. We are constantly striving to meet the rising expectations of our members, and we welcome feedback on where our services can be improved or where your expectations have not been met.

### Stage 1

If we haven't reasonably met your expectations or you wish to make a complaint, you can do so verbally to any member of staff, in writing to St Peter's Hospice Local Lotto, Block C, 2<sup>nd</sup> Floor, Estune Business Park, Wild Country Lane, Long Ashton, Bristol, BS41 9FH or by email [lotto@stpetershospice.org](mailto:lotto@stpetershospice.org)

To help us fully understand the nature of your complaint and begin our investigations it would be helpful to include the following information:

- Name and address
- Contact details
- Nature of your complaint
- Date of the incident
- People you have previously contacted
- Any other circumstances relating to your complaint, including any supporting documents if applicable.

Once we have received your complaint the Lottery Manager or one of their colleagues will acknowledge receipt of your letter within 3 days\* (excluding weekends). All details of your complaint will be logged on our internal complaints database.

You can normally expect a full written response within 10 working days of this acknowledgement. We expect to resolve most complaints within this time frame but if we are unable to meet this deadline, we will contact you to let you know.

Our aim is to resolve the complaint to your complete satisfaction at this level.

### Stage 2

If you feel your concerns have not been fully addressed you can ask for your complaint to be referred to the Head of Fundraising, Marketing and Communication.

You can normally expect a written response to your complaint within 10 working days of our acknowledgement of your complaint reaching stage 2.

### Dispute procedure

If you still feel your complaint has not been resolved to your satisfaction then the matter can be referred to an independent Alternative Dispute Resolution (ADR). As a member of the Hospice Lotteries Association this will be the Independent Betting Adjudication Service (IBAS):

PO Box 62639  
LONDON  
EC39 3AS

Telephone 0207 347 5883  
Fax 0207 347 5882  
e-mail [adjudication@ibas-uk.co.uk](mailto:adjudication@ibas-uk.co.uk)

[www.ibas-uk.com](http://www.ibas-uk.com)

\*There may be a delay in acknowledgment due to COVID-19. All of our fundraising staff are currently working from home and post is being opened once a week.