

## St Barnabas Promotions Ltd – Complaint and Alternative Dispute Resolution Procedure

St Barnabas Promotions strives to provide services of the highest quality at all times and staff work very hard to get it right first time. Complaints or concerns are taken very seriously and any complaint or dispute will be handled in a courteous manner and viewed positively as a means by which the St Barnabas Lottery operation can be improved and developed.

St Barnabas Promotions Ltd is licenced under the Gambling Act 2005:

- Operating Licence 000-004896-N-306658-010
- Ancillary Remote Operating Licence 000-004896-A-314931-005

**Complaints relating to areas which do not come under our Gambling Licence will be handled under the St Barnabas Hospice Complaints Policy**, available on request by calling 01522 511 566. See **Stage 1** of this procedure.

**Complaints relating to areas covered by our Gambling Licence will be handled under the St Barnabas Complaints Policy and under the Gambling Commission Licence Conditions and Codes of Practice (LCCP) (October 2018) social responsibility code provision 6.1.1 (Complaints and disputes)** available at [www.gamblingcommission.gov](http://www.gamblingcommission.gov). See **Stage 1** and **Stage 2** of this procedure.

### Stage 1 - Complaint Procedure

#### Definition

A 'complaint' is an expression of dissatisfaction made to us about any aspect of the way we conduct our business and licensed activities.

The term 'You' refers to the person making the complaint, the term 'We' refers to St Barnabas Hospice Promotions Ltd.

#### Procedure

- If you wish to make a complaint please contact us as soon as possible, and within 12 months of the incident that caused the problem, or within 12 months of you becoming aware of the incident. We may extend this time limit when you have good reason for not making the complaint within that timeframe and it is still possible to investigate the complaint effectively and fairly.
- A complaint can be made verbally to any member of staff, in writing to the Chief Executive's Office, St Barnabas Hospice, 36 Nettleham Road, Lincoln, LN2 1RE, by telephone to 01522 511 566 or via email to [enquiries@stbarnabashospice.co.uk](mailto:enquiries@stbarnabashospice.co.uk)
- We will require your full name and address, contact phone number, email address and full details of the complaint, including supporting documents if applicable.
- We will acknowledge your complaint within 3 working days of receiving your communication.
- Your complaint will be recorded on the Datix electronic system implemented by St Barnabas for the reporting and management of complaints. It will be assigned to the Lottery Manager or a senior manager as appropriate. The manager receiving the complaint will deal personally or will appoint an investigating officer.

- The investigating manager or investigating officer will make initial contact with you within one working day of the complaint being assigned to them, and will take the necessary steps to resolve the issue. Where resolution is not immediately possible you will be advised of a likely timescale, which will be no longer than 8 weeks. It may be necessary to contact you during the investigation for further information and we request that you respond to any such request within 7 days to avoid extending the 8 week resolution timescale.
- Following completion of the investigation you will be contacted by letter and informed of the results and any action to be taken.
- Every effort will be made to resolve your complaint to your satisfaction, and within the 8 week resolution timescale. For complaints covered by our Gambling Licence, should either of these not be achieved, we will write to you giving the final decision, notifying the end of our complaints process and providing information on the free of charge, independent, Alternative Dispute Resolution (ADR) service available to you should you wish to use it. Should the complaint be referred to ADR it would then become a dispute and move to the Stage 2 dispute procedure.
- Should your complaint relate to areas covered by our licenced activities we will notify the Gambling Commission as required by our licence. The complaint records will be available for inspection by the Gambling Commission for a period of 3 years after the resolution of the complaint.

## **Stage 2 - Dispute Procedure**

### **Definition**

A 'dispute' is defined as being those complaints that are about the customer's gambling transaction (including management of the transaction) and have not been resolved at the first stage of the operator's complaints procedure.

The term 'You' refers to the person making the complaint, the term 'We' refers to St Barnabas Hospice Promotions Ltd.

### **Procedure**

- Should your complaint remain unresolved after 8 weeks we will write to you advising how you can escalate your complaint, free of charge, to an independent Alternative Dispute Resolution (ADR) provider if you so wish. As a member of the Hospice Lotteries Association and the Lotteries Council this will be the Independent Betting Adjudication Service LTD (IBAS), PO BOX 62639, London, EC3P 3AS. Tel 020 7347 5883, [www.ibas-uk.com](http://www.ibas-uk.com)
- As a dispute may relate to software complexity, results may take weeks or longer and if this were to be the case, you will be informed every week as to the progress of the dispute investigation, either by letter or telephone as appropriate.
- We will respond to any enquiries from the ADR provider within 10 working days of receiving a request.
- Following completion of the investigation you will be informed in writing of the results and the action taken.
- We will send to the Gambling Commission a copy of any decision and a note of the outcome of a dispute referred to an ADR.
- All dispute records will be retained and available for inspection by the Gambling Commission for a period of 3 years after the resolution of the dispute.