



Lottery Complaints and Disputes Procedure

Version 1

Version Control

Version	Author	Date	Board Approval Date	Revision Date
1	Imogen Stead	07/02/2025	SLT approved 10/02/2025	



Lottery Complaints and Disputes Procedure

Make-A-Wish Foundation UK (Make-A-Wish UK) is licensed by the Gambling Commission to operate Large Society Lotteries for the general public, for the sole purpose of raising funds as a registered charity. We run a Weekly Lottery. We may also run other lottery activities from time to time, such as raffles. All such activities will be referred to as 'lotteries' in this policy.

COMPLAINTS AND DISPUTES

Purpose:

To provide detailed instructions on handling complaints and disputes. For the purposes of this procedure 'complaint' means an expression of dissatisfaction, whether spoken or written, about any aspect of the way the licensee conducts their licensed activities, e.g. a complaint:

- about the outcome of a gambling transaction
- about the way a gambling transaction has been managed
- that concerns the way the licence holder carries out its business in relation to licensing objectives.

Any complaint as per the terms above which remains unresolved after the first attempt at customer satisfaction shall be redesignated as a 'Dispute' thereafter.

To make a complaint, a supporter must contact Make-A-Wish Foundation UK, or one of our representatives.

Contact details:

Postal: Make-A-Wish Weekly Lottery, Bumpers Way, Bumpers Farm, Chippenham, Wiltshire SN14 6NG

Telephone: 0330 002 1396

Email: fundraising@makeawish.org.uk

Procedure:

Staff must ensure that:

- Any complaint received will be recorded upon receipt. The complainants contact information, details of the telephone adviser who took the call or member of staff who investigated the written complaint, the nature of the complaint and how the complaint was investigated and resolved will be recorded.
- All complaints are investigated and escalated where appropriate as per the Make-A-Wish UK complaints procedure.
- Resolution of a gambling related complaint, including escalation to a Dispute, should take no longer than eight weeks from when the complaint was first received (this period can be extended if the supporter fails to respond to a reasonable request for information within seven days).

- If an individual is unhappy with the proposed resolution of their gambling related complaint, the complaints must be redesignated as a 'Dispute' and reviewed again by another person in lottery management, preferably senior to the first. If the Dispute cannot be resolved to the complainant's satisfaction and it remains unresolved within eight weeks, Make-A-Wish UK must then write to the supporter with a final letter to explain:
 - the final decision
 - that this is the end of the Society's Complaints and Disputes process, and
 - how to escalate their complaint to a Gambling Commission approved Alternative Dispute Resolution (ADR) entity if they wish to.
 - As part of our gold membership to the Lotteries Council, we will refer supporters to IBAS: ibas-uk.com
- Access to the ADR entity is free of charge to players and will not restrict players' rights to bring proceedings in any court of competent jurisdiction. The decision of the ADR entity will be binding on both parties.
- We will declare on our quarterly regulatory returns the number of complaints and disputes received.
- A record of all complaints and disputes will be held for 3 years.

