



LOTTERY

COMPLAINTS PROCEDURE

Date of issue:	14 th June 2021
Date of next review:	14 th June 2022

Combat Stress is committed to providing excellent levels of service with regards to our Lottery. We are constantly striving to meet the rising expectations of our lottery members, and we welcome feedback on where our services can be improved or where your expectations have not been met.

Issues of concern to our members can usually be resolved by talking them through with one of the dedicated telephonists at The Forces Lottery. A telephone log sheet is completed at the same time of the call, detailing the callers contact details, who took the call, nature of the complaint and how the complaint was resolved. However, we recognise that sometimes this may not be appropriate, or you may feel your concerns have not been properly addressed after talking them through with us.

We actively encourage our members to use our Complaints Procedure so that issues and concerns can be raised with management and addressed appropriately. This publication explains how the Complaints Procedure works, what you need to do and what you can expect. There are two levels:

1st level

If the telephone call hasn't reasonably met your expectations or you wish to make a complaint relating to any aspect of the lottery you should write or e-mail in the first instance to the Complaints Manager at Sterling Management Centre Ltd

Complaints Manager, Combat Stress
Sterling Management Centre Ltd
Furness Gate
Peter Green Way
Furness Business Park
Barrow-in-Furness
Cumbria
LA14 2PE

In expressing concerns it is helpful to include all relevant details such as nature of complaint, date, people contacted and the other circumstances relating to your complaint. This helps us to quickly and fully understand the nature of your complaint and begin our investigations.

Once we have received your complaint the Complaint's Manager or one of his/her colleagues will acknowledge receipt of your letter in writing within 48 hours and you can normally expect a full written response within 10 working days of this acknowledgement. Our aim is to resolve the complaint to your complete satisfaction at this level.

2nd level

If, after receiving our response at the 1st level you feel that your concerns have not been fully addressed you can ask for your complaint to be referred to the Senior Management at Combat Stress.

Director of Marketing and Communications
Combat Stress
Tyrwhitt House

Oaklawn Road
Leatherhead
Surrey, KT22 0BX

You can normally expect a full written response to your complaint within 10 working days of our acknowledgement of the complaint reaching the 2nd level. It may be necessary for additional information to be sought from an external source. When this is necessary, and we feel it may not be possible to respond to your complaint within 10 working days we will contact you again. We will explain our reasons for asking for a time extension and seek your approval.

Arbitration

If a satisfactory resolution cannot be reached, then the matter can be referred to an alternative dispute resolution (ADR) entity. *We use IBAS (Independent Betting Adjudication Service) for this purpose – www.ibas-uk.com*

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