

## **Complaints and Disputes Policy**

If you have a complaint we will investigate the complaint as follows:

### **Stage One**

- In the event that a customer has encountered a problem or has a concern to raise in respect of the lottery, then Great Western Air Ambulance Charity (GWAAC) advises the customer to contact the office on 0303 4444 999 or by post to:

Anna Perry  
Great Western Air Ambulance Charity  
County Gates  
3<sup>rd</sup> Floor  
Ashton Road  
Bristol  
BS3 2JH

- We will attempt to deal with the customer's problem or concern over the phone if possible. If this is not possible we will respond with the outcome and actions taken to the customer within 10 working days of the problem or concern being raised.
- If the complaint has been dealt with satisfactorily at this stage, at your request, we will formally record the details.

### **Stage Two**

- If you feel that after Stage One, that our outcomes and resolutions have not reasonably met your expectations, we request that you put your complaint in writing to:

Anna Perry  
Great Western Air Ambulance Charity  
County Gates  
3<sup>rd</sup> Floor  
Ashton Road  
Bristol  
BS3 2JH

Including the following information;

- Nature of the complaint
  - Date that the incident happened
  - People you have contacted
  - What you would like us to do to put things right
- Once we have received your written complaint we will acknowledge receipt of your letter in writing within 48 hours.
  - All details will be entered onto our internal complaints log at this point.
  - From this date we will aim to complete our investigations within 10 working days of this acknowledgment being sent. Our aim is to resolve the complaint to your satisfaction at this stage.

### **Stage Three**

If, at the end of Stage Two, you feel that a satisfactory resolution has not been achieved, or cannot be resolved internally by the Society, then the matter can be referred by either party to IBAS (Independent Betting and Adjudication Service) for arbitration, as our preferred entity for Alternative Dispute Resolution (ADR).

Independent Betting and Adjudication Service

PO Box 62639

London

EC3P 3AS

T: 020 7347 5883

F: 202 7347 5882

E: [adjudication@ibas-uk.co.uk](mailto:adjudication@ibas-uk.co.uk)

IBAS will act as impartial adjudicators in any disputes that have not been able to be resolved by Great Western Air Ambulance Charity lottery.

We will regard IBAS's decision as binding.

## **Complaints Procedure**

### **Complaints by telephone:**

#### **Stage One**

- If a complaint is made by phone, where possible try to obtain the following information:
  - Name
  - Contact telephone number
  - Date the incident happened (where appropriate)
  - Nature of the complaint
  - EP No/Name of the canvasser (where appropriate)
  - Ask the customer what they would like us to do to put things right.
- Attempt to resolve customer concerns over the telephone. If unable to, explain that we will respond in the next 10 working days as to the outcomes.
- Begin investigations into the complaint.
- Contact the customer, within 10 working days of first contact, giving details of outcomes of the investigation.
- Send the customer a copy of the Complaints Form and a copy of our Complaints Policy. Log this on the Complaints Log
- Ask if the customer would like us to log the details of the complaint and outcomes at this stage, if the complaint has been satisfactorily dealt with. If the customer would like this done, fill in the information on the Complaints Log.
- If the customer is not satisfied at this stage, move to Stage Two.

#### **Stage Two**

- When the letter is received, acknowledge receipt within 48 hours and log all details onto the Complaints Log.
- Investigations into the complaint must be logged to form a complete trail for each stage
- We then have 10 working days to complete our investigations and respond formally in writing to the customer giving details of the outcomes to our investigation.
- If, at this stage the customer is still dissatisfied with the internal investigations and outcomes move to Stage Three.

### **Stage Three**

- We must pass on, the details of the Independent Betting Adjudication Service (IBAS), as our preferred entity for Alternative Dispute Resolution (ADR).

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We agree that the outcomes from IBAS are binding on both parties.

### **Complaints in writing:**

#### **Stage One**

As “Request by telephone”, but to be completed in writing within the same time frame.

Stage Two and Three remain unchanged.

**Reviewed – February 2018**

**Version v.2**

Complaints and Disputes Form.

Date	
Name	
Telephone	
Address	
EP No/Name of Canvasser	
Nature of complaint	
How would you like to see your complaint resolved?	
Date	
Signature	
INTERNAL USE ONLY	
Acknowledgement	
Investigation	
Response	
Action Taken	
Date Completed	