

## Complaints Policy – Lottery and Raffles

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<b>Version No:</b>	2
<b>Purpose:</b>	This policy outlines the Hospice's approach to dealing with complaints received about the hospice's Lottery and Raffles activity
<b>Document Author:</b>	Director of Income Generation
<b>Subject Matter Expert/s</b>	Director of Income Generation
<b>Consultation process</b>	
<b>Approved by:</b>	Severn Promotions Company Board
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<b>Next Review Date:</b>	July 2027
<b>Related Hospice Policies, SOPs, or Guidelines</b>	Severn Hospice Complaints Policy- Income Generation
<b>Relevant External Standards/ Legislation</b>	The independent Betting Adjudication Service
<b>Target Audience:</b>	The Hospice's supporters and donors
<b>Equality Impact Assessment Completed</b>	The Severn Hospice live EIA has been applied to this service/policy/initiative and adjustments have been made as required
<b>Further information:</b>	Director of Income Generation

Fields marked \* only need to be completed for policies

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**Version History:**

<b>Version No.</b>	<b>Document Author/Reviewer</b>	<b>Ratified by</b>	<b>Date Reviewed</b>
1.0	Associate Director- Fundraising Lottery Manager	Severn Promotions Company Board	July 2024
2.0	Director of Income Generation Head of Individual Giving	Severn Promotions Company Board	

**Summary of changes from last version:**

**Policy re-formatted into new policy template**

## **Severn Hospice Complaints Policy - Income Generation (e.g. Mailings, events, shops, letters, calls)**

Please note, if your complaint relates to patient care a separate policy and process applies, and this can be obtained from our Rebecca Thomson, PA to Executive Team Tel: 01743 236565, ext 1155. If your complaint relates to the hospice's fundraising or retail activities, please contact Nicholas Owen, PA to Director of Income Generation on 01952 221350.

Severn Hospice is committed to being open and honest in all our interactions with our donors and supporters. We would hope your complaint could be dealt with directly with the team within a timely fashion. However, if you are not satisfied with this outcome, you can then escalate the matter using the following policy.

We know that there may be times when we do not meet our own high standards. When this does happen, we want to hear about it, deal with the situation as quickly as possible and put measures in place to stop it happening again.

We would expect most concerns to be dealt with courteously by the appropriate member of staff, if however, you do not know who to approach or feel your concern has not been dealt with properly please do contact us as soon as practically possible after the incident, this makes looking into the key facts more reliable as everyone's recollections are fresher.

We take complaints very seriously and we treat them as an opportunity to develop. This is why we are always very grateful to hear from people who are willing to take the time to help us improve. We always thank people who contact us about their problems, concerns or worries.

### **How to get in touch to give feedback, raise concerns or make a complaint:**

We hope you will feel comfortable in getting in touch with us by:

**email** at [complaints@severnhospice.org.uk](mailto:complaints@severnhospice.org.uk)

Or you can **write** to us, please address your envelope to:

**Head of Individual Giving, Severn Hospice, Apley Castle, Telford. TF1 6RH**

Please include your name, address, reference number given on any correspondence if possible and a contact telephone number in your email or letter so that we can get back in touch with you easily.

Or you can call us on 01743 236565, please ask to speak to our Head of Individual Giving, our phone lines are open Monday -Thursday from 08.45am to 5pm, Friday 9am to 4pm. Outside of these hours you can leave a message and contact number, and someone will return your call on the next working day.

### **How long will it take?**

We endeavour to respond fully and conclusively to all complaints within **ten working days**. However, you will receive an **acknowledgement of your complaint within the first five working days of receipt**. Wherever possible we will deal with it more quickly, if we think it will take longer,

we will let you know. We have a maximum of eight weeks to resolve your complaint, from when it was received.

From experience we have found that if the following details can be provided we can respond to you more easily; a description of what your concern or complaint relates to and the aspect which concerns you most, date and time if appropriate and the name of any hospice staff involved in this or with whom you have had conversations, we may call you to clarify facts or ask for more details. This way we can make sure that we fully understand the issue and can gather all of the information that we need to resolve the problem in a fast and effective way.

In more complex situations where an immediate response is not possible, we investigate the matter and get back to you as quickly as we can. We record your complaint and between us we can agree on the best way and time to get back in contact with you.

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## **What we do with your complaint.**

A senior member of staff is allocated to you and will ensure we fully understand your concerns before investigating this within the Hospice, they prepare a written summary which will be shared with you to ensure their account of your complaint/concern is accurate. Please feel free when contacting us about a complaint, to let us know how you think it could be resolved. We want to reach the best possible outcome for both you and the Hospice.

Following this the senior member of staff notifies you of the outcome and any steps we might take in the future. A summary of all complaints is shared with the Fundraising Committee or Retail Committee who meet quarterly and report to the Hospice's Board of Trustees.

We will always treat you with courtesy and respect, listen to what you say, keep you informed about our progress, provide you with a prompt response and tell you who to go to if you want to escalate your complaint further.

As a charity with limited resources, we must use these in the best way possible. This can mean not engaging in lengthy debates on issues that are unrelated to the Hospice's work.

There may be rare occasions when we terminate the process and will not respond further to a complaint, these include:

- When a complainant is being abusive, prejudiced or offensive in their manner.
- When a complainant is harassing a staff member.
- When a complaint is incoherent or illegible.
- When a complaint is made anonymously or by a third party.

However, we may investigate the complaint and use the information to improve in any way that we can.

## Who else can help?

Following a full investigation and suggested resolution by Severn Hospice any complaints which cannot be settled after going through the above process can be escalated to the Independent Betting Adjudication Service – IBAS who offer an alternative dispute resolution (ADR).

The Independent Betting Adjudication Service (IBAS) acts as an impartial adjudicator on disputes that arise between gambling operators and their customers after they have been through the operator's own internal dispute procedures and if a deadlock exists.

The IBAS panel of experts apply their specialist knowledge to the facts and adjudicate by reference to the operator's own terms and conditions but do not rule on complex legal issues. As well as offering effective dispute resolution procedures, IBAS also check that operators have complied with the standards set by the Gambling Commission and with the IBAS terms and conditions of registration.

IBAS rulings are binding on all parties, without prejudice to any legal proceedings that may be commenced subsequently.

Through the Hospice Lotteries Association, we are registered with IBAS, and you are welcome to raise your complaint with them. You can only do this after the above process with Severn Hospice has been completed. IBAS will refer you back to Severn Hospice if this is not the case. For more details of the service operated by IBAS visit their website at [www.ibas-uk.com](http://www.ibas-uk.com) or telephone 02073475883. You can also write to IBAS at: PO Box 62639, London. EC3P 3AS.

### **Complaints Procedure Flowchart**

