

Thames hospice

Procedure: LOTTERY COMPLAINTS PROCEDURE

Date	Author/ Reviewer	Approved by	Doc name	Comment	Responsible Committee	Next Review
Dec 2019	Head of Individual Giving and Lottery Director of Fundraising and Marketing	IG&M Committee	FR-P-0005	<u>December 2019</u> Policy reviewed. Changes to section 2 (new s2.2) and to section 4. <u>November 2018</u> Policy reviewed. <u>August 2017</u> Policy reviewed. <u>August 2016</u> Reviewed. Minor up to text. <u>July 2015</u> New	IG&M Committe	Dec 2020

1 Purpose of Procedure

- 1.1 This procedure describes the complaints Procedure for the Thames Hospice Lottery.
- 1.2 This procedure should be read in conjunction with the Thames Hospice Complaints Policy (ADM-P-0007).

2 Responsibilities

- 2.1 The Director of Fundraising and Marketing has overall responsibility to ensure that the procedure is fit for purpose, disseminated throughout the organisation, and available to Thames Hospice lottery players.
- 2.2 The Finance Director and the Head of Income Generation and Lottery are responsible for this procedure if the Director of Fundraising and Marketing is not available.

3 Policy Statement

- 3.1 Thames Hospice is committed to providing excellent levels of service. We are constantly striving to meet the rising expectations of our patients, families, friends and supporters we welcome feedback on where our services can be improved or where your expectations have not been met.
- 3.2 Issues of concern to our members can usually be resolved by talking them through with an appropriate member of our lottery team whom will take all of the details at the time of the call. All complaints will be taken seriously, whether verbal or written, and dealt with promptly. However, we recognise that sometimes our members' concerns have not been properly addressed after talking them through with us.
- 3.3 We actively encourage our members to use our Lottery Complaints Procedure so that issues and concerns can be raised with management and addressed appropriately. This policy explains how the Thames Hospice Lottery Complaints Procedure works.

4 Policy Detail

4.1 Lottery Team (1st level) - Head of Individual Giving and Lottery

- 4.1.1 If we haven't reasonably met your expectations or you wish to make a complaint relating to services or facilities provided by one of our staff you should write, telephone or e-mail in the first instance to the Lottery Team.

Address	The Lottery Team, Thames Hospice, Pine Lodge, Hatch Lane, Windsor SL4 3RW
Telephone	01753 842121

e-Mail	lottery@thameshospice.org.uk
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- 4.1.2 In expressing concerns it is helpful to include all relevant details such as nature of complaint, date, people contacted and any other circumstances relating to your complaint. This helps us to quickly and fully understand your complaint and begin our investigations.
- 4.1.3 Once we have received a complaint the Lottery Team will acknowledge it in writing. Following an investigation a full written response will be sent within 20 working days of receipt of the complaint. Our aim is to resolve the complaint to your complete satisfaction at this level.

4.2 Thames Hospice Complaints Policy (2nd level)

- 4.2.1 If our Lottery team have not resolved your complaint to your satisfaction you can contact our Head of Governance and Quality who will investigate your complaint following the Thames Hospice Complaints Policy.

4.3 Arbitration

- 4.3.1 If a satisfactory resolution cannot be reached then the matter can be referred to an independent arbiter. We use IBAS (Independent Betting Adjudication Service) for this purpose – www.ibas-uk.com

IBAS
PO Box 62639
LONDON
EC39 3AS

Telephone 0207 347 5883
Fax 0207 347 5882
e-mail adjudication@ibas-uk.co.uk

5 Breach of Procedure

- 5.1 Any deviation in practice from the above procedure will be deemed a breach.
- 5.2 Any breach of this procedure by Thames Hospice employees may lead to formal disciplinary action.
- 5.3 Any breach of this procedure by Thames Hospice volunteers may lead to formal action under the Problem Solving Policy and Procedure.