

Thames hospice

Policy: LOTTERY COMPLAINTS PROCEDURE

Date	Author/ Reviewer	Approved by	Doc name	Comment	Responsible Committee	Next Review
Nov 2018	Head of Individual Giving Director of Fundraising	IG&M Committee	FR-P-0005	<u>November 2018</u> Policy reviewed. <u>August 2017</u> Policy reviewed. <u>August 2016</u> Reviewed. Minor updates to text. <u>July 2015</u> New	IG&M Committee	Nov 2019

1 Purpose of Policy

- 1.1 This policy describes the complaints Procedure for the Thames Hospice Lottery.

2 Responsibilities

- 2.1 Director of Fundraising - Overall responsibility to ensure that the policy is fit for purpose, disseminated throughout the organisation, and available to Thames Hospice lottery players.

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 you may feel your concerns have not been properly addressed after talking them through with us.
- 3.3 We actively encourage our members to use our 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, what you need to do and what you can expect. There are two levels – Lottery Team and Senior Management. (See section 4 – Policy Detail).

4 Policy Detail

4.1 Lottery Manager – Head of Individual Giving

- 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.
- 4.1.2 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.
- 4.1.3 Once we have received your complaint the Lottery Team will acknowledge your letter in writing within 3 working days and you can normally expect a full written response within 20 working days of this acknowledgement. Our aim is to resolve the complaint to your complete satisfaction at this level.

4.2 Senior Management

- 4.2.1 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 Senior Management.
- 4.2.2 You can normally expect a full written response to your complaint within 20 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 20 working days we will contact you again. We will explain our reasons for asking for a time extension and seek your approval.

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

PO Box 62639
LONDON
EC39 3AS



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

5 Breach of Policy

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