

THAMES HOSPICE LOTTERIES - PRIZE-LED FUNDRAISING COMPLAINTS PROCEDURE

This policy should be read in conjunction with the Thames Hospice suite of Lottery and Raffle Policies (FR-P-0001)

Author	Date	Version No	Valid from
Campaigns Manager	September 2025	One	October 2025

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 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 an appropriate member of our fundraising team whom will take all 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. We actively encourage our members to use our Prize-led Fundraising Complaints Procedure so that issues and concerns can be raised with management and addressed appropriately. This policy explains how the Thames Hospice Prize-led Fundraising Complaints Procedure works.

Lottery Team (1st level of Complaint) – Campaign Manager

If we haven't reasonably met your expectations or you wish to make a complaint relating to the outcome of a gambling transaction, the way a gambling transaction has been managed or that concerns the way we carry out our business in relation to the three licensing objectives you should write, telephone or e-mail in the first instance to the Lottery Team.

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.

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.

Contact Address

Thames Hospice Lottery Thames Hospice, Windsor Road Maidenhead, SL6 2DN

Email: lottery@thameshospice.org.uk

Telephone: 01753 848924

Thames Hospice Complaints Policy (2nd level)

If our Lottery team have not resolved your complaint to your satisfaction you can contact our Associate Director of Governance who will investigate your complaint following the Thames Hospice Complaints Policy.

Juliana Luxton

Associate Director of Governance

Thames Hospice

Windsor Road

SL6 2DN

luxtonj@thameshospice.org.uk

If a satisfactory resolution cannot be reached then the matter can be referred to an independent arbiter at no cost to you. 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