

Complaints Procedure

St Gemma's and Wheatfields lottery is committed to providing excellent levels of service. We are constantly striving to meet the rising expectations of our members, and we welcome feedback on where our services can be improved or where your expectations have not been met.

If you have a complaint

Step 1 – Initial complaint

Issues of concern can usually be resolved by talking them through with the person you first dealt with or another member of our staff. A telephone log sheet is completed when the call is made, recording the callers contact details, who took the call, nature of the complaint and how the complaint was resolved. However, we recognise that sometimes this may not be appropriate, or you may feel your concerns have not been properly addressed after talking them through with us.

If this is the case, then you can follow our complaints procedure so that issues and concerns can be raised with management and addressed appropriately.

Step 2 – Write in

If we haven't reasonably met your expectations, you can write or email to the Lottery Manager.

Please tell us:

- The nature of the complaint
- When it happened
- Who dealt with you
- What you would like us to do to put things right.

This helps us to fully understand the nature of your complaint and begin our investigations.

Once we have received your complaint the manager or one of his/her colleagues will acknowledge receipt of your letter in writing within 48 hours and you can normally expect a full written response within 10 working days of this acknowledgement. Our aim is to resolve the complaint to your complete satisfaction at this level.

Step 3

If, at this stage, you still feel that your concerns have not been fully addressed you can refer your complaint to the Independent Betting Arbitration Services (IBAS).

Independent Betting Arbitration Service (IBAS)
PO Box 62639
London
EC3P 3AS
0207 3475883
www.ibas-uk.com