

Lottery Complaints Procedure

St Rocco's Lottery is committed to providing excellent levels of service. We are constantly striving to meet the rising expectations of our members, and 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 our Lottery Manager. A log sheet is completed when we take your call, recording your details, who took the call, nature of the complaint and how the complaint was resolved. However, we realise that sometimes this might 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 the Hospice management and addressed appropriately.

Step 2 Write in.

If we haven't reasonably met your expectations, you can write to the Hospice Director, at St Rocco's Hospice, Lockton Lane, Bewsey, Warrington, WA5 0BW

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 Hospice Director, or one of his colleagues will acknowledge receipt of your letter in writing with 2 working days and you can normally expect a full written response within 14 days of this acknowledgement. Our aim is to resolve the complaint to your 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 Service (IBAS).

Independent Betting Arbitration Service (IBAS)
PO Box 62639
London
EC3P 3AS
0207 2475883
www.ibas-uk.com