



Complaints and Disputes Procedure

St Leonard's Hospice will:

- Provide this Complaints and Disputes Procedure to a potential or actual customer ("the customer") via the St Leonard's Hospice website www.stleonardshospice.org.uk, or by other appropriate means, upon request and following receipt of a customer complaint.
- Handle all complaints in accordance with this Complaints and Disputes Procedure.
- Advise the Gambling Commission on the status of all disputes that are referred to the Promoter (see below).

The Complaints and Disputes Procedure is outlined as follows:

Stage 1	In the event that a customer has encountered a problem or has a concern to raise in respect of the Weekly Prize Draw, then St. Leonard's Hospice will in the first instance advise the customer to contact the Weekly Prize Draw Office.
	Any problems or concerns that are brought to the Weekly Prize Draw Office's attention will be formally recorded within the Complaints Log, initially as an 'incident', for St. Leonard's Hospice future analysis and Gambling Commission reporting purposes.
	We aim to respond as soon as possible, but normally within five days. If the investigation of the complaint is likely to take longer than five days, we will write to you to let you know the proposed timescales and next steps, aiming to resolve your complaint within a maximum of 30 days.
	We will investigate your complaint involving relevant parties as necessary.
	We will contact you to let you know the outcome of your complaint and any actions we have taken as a result of this.
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Stage 2	If you are unhappy with the resolution of your complaint, you should put your complaint in Dawn Clements, St Leonard's Hospice, 185 Tadcaster Road, York YO24 1GL.
	The matter will be escalated to a 'dispute', if applicable.
	You will then be sent an acknowledgement of your complaint in writing, within 48 hours of us receiving it and an investigation of your complaint will then begin.
	Every effort will be made to complete this investigation within 7 days of receipt.
	We will then contact you with our findings, recommendations and proposed actions.
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Stage 3	If you are still not satisfied, we will refer your complaint / dispute to the, free to access Independent Betting Adjudication Service (www.ibas-uk.com) within two months of our decision.
	IBAS will act as an impartial adjudicator after the complaint/dispute has been through both of the above stages of our own internal dispute procedure and a deadlock still exists.
	An IBAS panel of experts will apply their specialist knowledge to the facts and adjudicate by reference to our own terms and conditions.

gambleaware.co.uk

If you feel you have a problem with gambling, visit www.gambleaware.co.uk or call the GamCare National Helpline on 0808 8020 133.

Only £1 per entry, drawn each and every Friday. All Proceeds to St Leonard's Hospice, York.

Website: www.stleonardshospice.org.uk

St Leonard's Hospice, York is a company limited by guarantee registered in England & Wales under number 1451533. Registered as a charity under number 509294. Registered Office: 185 Tadcaster Road, York YO24 1GL

Licensed and regulated by the Gambling Commission. Licence No: 005280 Website: www.gamblingcommission.gov.uk
Promoter: St Leonard's Hospice, 185 Tadcaster Road, York YO24 1GL. Tel: 01904 708553 Responsible Person: Dawn Clements
Must be 16 or over to play. Underage Gambling is an offence.