

## **Complaints and Disputes**

### **Ashgate Hospice will:**

- a. Make this Complaints and Disputes Procedure available to a potential or actual customer (“the customer”) via the Ashgate Hospicecare website, or upon request
- b. Handle all complaints in accordance with this Complaints and Disputes Procedure
- c. 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 1a**

- In the event that a member has encountered a problem or has a concern to raise in respect of the Lottery, then Ashgate Hospicecare will in the first instance advise the customer to contact the Lottery Office.
- Any problems or concerns that are brought to the Lottery Office’s attention and are not resolved in the first instance will be formally recorded within the Lottery Complaints Log.
- We aim to respond as soon as possible, but normally within five days. If the investigation of the complaint/dispute 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.

#### **Stage 1b**

- If you are unhappy with the resolution of your complaint, you should put your complaint in writing to Mr Jack Wood, Ashgate Hospicecare, Ashgate Road, Chesterfield, S42 7JD.
- The matter will be escalated to a ‘dispute’, if applicable. A dispute is a complaint related to gambling.
- You will then be sent an acknowledgement of your complaint/dispute in writing, within 48 hours of us receiving it and an investigation of your complaint/dispute 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.

#### **Stage 2**

- If your complaint is a dispute and you are still not satisfied, we will refer the matter to an ADR (Alternative Dispute Resolution) service. Ashgate Hospicecare has nominated the Independent Betting Adjudication Service (IBAS) to act as the ADR on behalf of our organisation.
- 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.