

# **North Yorkshire Hospice Care Lottery and Raffle Complaints and Alternate Dispute Resolution Policy**

## **1. Introduction**

North Yorkshire Hospice Care strives to be legal, open, honest, fair and respectful in the way it operates its lottery and raffle. We adhere to all guidance and policy laid out by the Gambling Commission under their Licence Conditions and Codes of Practice (LCCP).

We always aim for the highest fundraising standards and to provide our supporters with the best service possible. But, unfortunately, sometimes things go wrong, and when they do, we want to know. We welcome complaints about our fundraising.

Telling us about the supporter's experience gives us the chance to put things right and make improvements.

This document outlines our commitment to dealing with complaints about the services we provide regarding our lottery and raffle. It also provides information about how we manage, respond to, and learn from complaints that are made.

Complaints, verbal and written, are dealt with swiftly and effectively, within set time limits and are carefully and thoroughly investigated. This ensures complete fairness for both staff/volunteers and complainant.

The intention behind this policy is that it is responsive, flexible and addresses the issues identified by the complainant.

Complaints are used to improve service levels, reduce incidents, bring about learning, and improve the overall quality of fundraising practice.

## **2. Scope**

The procedure detailed below covers an area of work carried out by North Yorkshire Hospice Care, a registered charity in England and Wales (518905). All staff and volunteers (where appropriate) operating its family of services, including Herriot Hospice Homecare, Just 'B', Saint Michael's Hospice and Talking Spaces, must therefore, comply with the contents below when undertaking this procedure.

Throughout this document North Yorkshire Hospice Care and its family of services are referred to as 'we' 'us' 'our' for clarity and consistency.

## **3. Definition of a Complaint and Dispute**

A 'complaint' means a complaint about any aspect of the conduct of the licensed activities, and a 'dispute' is any complaint which:

- a) is not resolved at the first stage of the complaint's procedure; and
- b) relates to the outcome of the complainant's gambling transaction.

## **4. How to Complain**

A complaint can be made to the Supporter Care Team.

North Yorkshire Hospice Care is licensed and regulated in Great Britain by the Gambling Commission under account number [43419 North Yorkshire Hospice Care - Licence summary - Gambling Commission](#). Must be 16 or over to play. Underage gambling is an offence. £1 per entry. Promoter: North Yorkshire Hospice Care, Saint Michael's, Crimble House, Hornbeam Park Avenue, Harrogate, HG2 8NA. Responsible Person: Kathryn Craven. Registered Charity No. 518905.

North Yorkshire Hospice Care is a registered charity in England and Wales (518905) with a family of services operating as Herriot Hospice Homecare, Just 'B', Saint Michael's Hospice and Talking Spaces.

North Yorkshire Hospice Care is a company limited by guarantee, registered in England and Wales (2121179). Registered address Crimble House, Hornbeam Park Avenue, Harrogate, HG2 8NA

By telephone: (01424) 879 687

By email: [supportercare@saintmichaelshospice.org](mailto:supportercare@saintmichaelshospice.org)

By post: Saint Michael's, Crimble House, Hornbeam Park Avenue, Harrogate, HG2 8QL

We will endeavour to make the necessary reasonable adjustments in order to receive, investigate, and respond to any complaint. For people whose first language is not English, we have access to translation and interpreting services. We can also accept and respond to complaints in alternative formats such as braille.

Please provide us with as much information as possible when making your complaint. This will help us to understand the issue and resolve it quickly. Please include:

- Your name and address
- A description of your complaint and how it's affected you
- When the issue happened
- A contact number (or other preferred method of contact) and the most convenient time to contact you.

#### Why do we need this information?

This is to make sure the right person handles your complaint so they can investigate and fix the situation as soon as possible. Your contact details will help us reach you if we need to discuss your complaint, especially if we need more information. We will always try to call you back at an agreed time.

## **5. Complaints Procedure**

In the event of receiving a Complaint or Dispute regarding our lottery or raffle we will:

- Make the 'Handling complaints and Alternate Dispute Resolution (ADR) Policy' available to our supporters via the Saint Michael's Hospice website [www.saintmichaelshospice.org](http://www.saintmichaelshospice.org), or upon request.
- Handle all complaints in accordance with the 'Handling Complaints and Alternate Dispute Resolution (ADR) Policy'
- Advise the Gambling Commission on the status of all disputes that are referred to the Promoter

### **Stage 1**

In the event that a supporter has encountered a problem or has a concern to raise in respect of the Saint Michael's Community Lottery or raffle, the Supporter Care Team will log the details and advise the Head of Community Support.

Any problems or concerns that are brought to the Head of Community Support's attention will be formally recorded within the Non-clinical Incident or Near miss reporting form and log as a Lottery or Raffle Complaint. Initially as an incident, for future analysis by team and for the purpose of Gambling Commission reporting.

We aim to respond as soon as possible, but normally within 48 hours. If the investigation of the supporter's complaint is likely to take longer than five days, we will make contact in writing or by telephone to let them know the proposed timescales and next steps.

We aim to resolve the supporter's complaint within a maximum of 30 days. We will investigate the complaint involving relevant parties as necessary. We will contact the supporter to let them know the outcome of the complaint and any actions we have taken as a result.

## **Stage 2**

If the supporter is unhappy with the resolution of the complaint, we will ask the supporter to make a written complaint to: Head of Community Support, Crimble House, Hornbeam Park Avenue, Harrogate HG2 8NA.

The matter will be escalated to a 'dispute', if applicable.

The supporter will be sent an acknowledgement of the complaint in writing within 48 hours of us receiving it, and an investigation of the complaint will begin. Every effort will be made to complete this investigation within 7 days of receipt. We will then contact the supporter with our findings, recommendations, and proposed actions.

## **Stage 3**

In the event the complaint cannot be resolved by North Yorkshire Hospice Care, we will advise the supporter to contact IBAS UK ([www.ibas-uk.com](http://www.ibas-uk.com)), a free third-party Alternative Dispute Resolution (ADR) Entity Service approved by the Gambling Commission.

IBAS will act as an impartial adjudicator after the complaint/dispute has been through the above stages of our own internal dispute procedure, and the supporter feels the complaint has not been resolved. An IBAS panel of experts will apply their specialist knowledge to the facts and adjudicate by reference to our terms and conditions.

Following a referral to the IBAS, we will promptly respond to their requests and do what we can to ensure a fair outcome. At this point in the process, we will usually engage directly with IBAS.

The IBAS Details will be detailed in our response letter to the complaint but, for reference, supporters can get in touch with them in the following ways:

Contact by post:

Independent Betting Adjudication Service (IBAS)

PO BOX 62639

London

EC3P 3AS

Telephone: 020 7347 5883

## **6. Confidentiality**

Complaints will be handled in the strictest of confidence in accordance with our Confidentiality Policy and will be kept separately from patient medical records or supporter records, where relevant. Notes will be made on these files that a complaint is ongoing or complete. Care will be taken that information about the detail of the complaint is only disclosed to those who have a demonstrable need to have access to it.

Confidentiality will be maintained in such a way that only managers and staff who are leading the investigation know the contents of the case. Anyone disclosing information to others who are not directly involved in this may be dealt with under disciplinary procedures.

(Policy Updated June 2022)

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