

The Nightingale Lottery Complaints Procedure

The Nightingale Cancer Support Centre is committed to providing excellent levels of service for all participants in our Lottery. We would welcome feedback on areas that we can improve, and would take all concerns seriously.

When you contact us, a record will be made noting your details, the team member handling the issue, the nature of the complaint, and the resolution offered.

If you feel that your initial concern has not been resolved or addressed appropriately, you are encouraged to use this Lottery Complaints Procedure. This policy explains how complaints will be handled and what you can expect. There are several internal levels of review that can be followed by an independent arbitration if you believe that this is necessary.

Level 1 – Fundraising Manager

If you wish to make a complaint about any aspect of the Lottery, please write to or email the **Lottery Manager**:

The Nightingale Cancer Support Centre
187a Baker Street
Enfield
EN1 3JT
T: 020 8366 4333
E: Ryan@nightingalesupport.org.uk

When making a complaint, please make sure that you include:

- The nature of the complaint,
- Relevant dates,
- People you have spoken to, and
- Any other details to help us investigate.

We will acknowledge receipt of your complaint within **5 working days** and provide you with a copy of this policy. You can normally expect a full written response within **10 working days**. Were you to have any complaints, it's always our aim is to address them to your satisfaction at this stage.

Level 2 – Senior Management

If you are not satisfied with the response from the Fundraising Manager, you may request that your complaint is escalated to **Senior Management**.

We will acknowledge your complaint and normally provide a full written response within **10 working days**. If we require more time (e.g. to seek information from an external source), we will contact you to explain the reason for the delay and agree a revised timescale.

Independent Arbitration

If a satisfactory resolution cannot be reached, you have the right to refer the matter to an independent Alternative Dispute Resolution (ADR) service. The Nightingale Cancer Support Centre uses the **Independent Betting Adjudication Service (IBAS)**:

Independent Betting Adjudication Service (IBAS)

PO Box 62639

London

EC3P 3AS

t: 0207 347 5883

e: adjudication@ibas-uk.co.uk

w: www.ibas-uk.com

The Nightingale will notify the Gambling Commission of any complaints that are referred to IBAS.
