



## **Heartbeat Lottery Complaints and Disputes Procedure**

Heartbeat will handle all complaints and disputes in accordance with this Complaints and Disputes Procedure.

A copy of this Complaints and Disputes Procedure is available on request.

### **The Complaints and Disputes Procedure:**

#### **Stage One:**

If you have encountered a problem or have an issue of concern regarding the Heartbeat Lottery please contact the lottery staff at Heartbeat detailing your concerns.

**Telephone:** 01772 717147

**Email:** [lottery@heartbeat-nwcc.org.uk](mailto:lottery@heartbeat-nwcc.org.uk)

**Write to:** Heartbeat, Sir Tom Finney Way, Preston, PR1 6PA

We will record your problem or concern on a Lottery Complaints Log and this log will include your details, information on the nature of the problem/concern, and staff member who helped with this complaint.

Heartbeat will acknowledge your complaint, and investigate the issues for concern.

We aim to respond to your complaint as quickly as possible, normally be within 5 working days. If your complaint requires further more detailed investigation we will keep you informed of this and the time we expect it to take.

We aim to resolve all complaints to your satisfaction and we will contact you to let you know the outcome of the complaint and any actions it has resulted in.

#### **Stage Two:**

If at this stage you are not satisfied with the resolution of your complaint and feel your concerns have not been addressed fully you should put your complaint in writing to Michelle Hunt (Fundraising Manager), Heartbeat, Sir Tom Finney Way, Preston, PR1 6PA.

We will acknowledge receipt of your complaint in writing within 48 hours of us receiving it and we will look into the issues detailed in your letter.

We will record further details of your complaint on the Lottery Complaints Log.

We aim to complete our investigation into your complaint within 10 working days of receipt. Should we require longer or need additional information we will contact you and keep you informed of proposed timescales.

Once your complaint has been fully investigated we will send you a full written response.

### **Stage Three:**

If you still feel that your complaint has not been resolved to your satisfaction, you can refer it to an Alternate Disputes Resolution Service (ADR), in this case The Independent Betting Adjudication Service (IBAS, [www.ibas-uk.com](http://www.ibas-uk.com)) within one month of Heartbeat's decision.

IBAS  
PO Box 62639  
London  
EC39 3AS

Telephone: 0207 347 5883  
e-mail: [adjudication@ibas-uk.co.uk](mailto:adjudication@ibas-uk.co.uk)

IBAS will consider your complaint and act as an impartial adjudicator on the dispute. IBAS rulings are binding to all parties. This service is free to access.

The outcome of your dispute will be recorded and the status of the dispute provided to the Gambling Commission.