

# THE BRAIN TUMOUR CHARITY LOTTERY COMPLAINTS AND DISPUTES PROCEDURE

The Brain Tumour Charity's Win Big Weekly Lottery and Raffles are Licensed and regulated in Great Britain by the Gambling Commission under the Gambling Act 2005.

Website: [www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk) Promoter: The Brain Tumour Charity, Fleet 27, Rye Close, Fleet, Hampshire, GU51 2UH. Responsible persons: Clare Horwood (Soothill) and Melanie Day.

The Brain Tumour Charity is licensed and regulated by the Gambling Commission under account number 60695, details as follows:

- Non-Remote Society lottery licence number 060695-N-335625-001
- Ancillary Remote Society lottery licence number 060695-A-335626-001

The views of our supporters are extremely important to us and we appreciate feedback to help us improve our services and fundraising activities. Sometimes we get things wrong, and when we do we would like you to let us know that you're unhappy. We value your feedback and welcome the opportunity to respond.

For the purpose of this policy, we define a complaint as an expression of dissatisfaction made to us by any means, about any aspect of the way we conduct the activities for which we hold a lottery licence. For example, a complaint:

- About the outcome of a lottery or raffle.
- About the way a lottery or raffle has been managed.
- That concerns the way we carry out our business in relation to the three licensing objectives; Preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime; ensuring that gambling is conducted in a fair and open way; protecting children and other vulnerable people from being harmed or exploited by gambling.

To make a complaint about any other aspect of the charity or our fundraising not related to the lottery or raffle, please read our [complaints policy](#).

Any complaints that we receive are taken very seriously and we promise to address your concerns as quickly and as efficiently as possible.

The Brain Tumour Charity will:

- Endeavour to provide a fair complaints procedure that is easy to access, clear, and simple to use.
- Make this Complaints and Disputes Procedure available via lottery and raffle websites or upon request.

Lottery website: [lottery.thebraintumourcharity.org](http://lottery.thebraintumourcharity.org)

Raffle website: [raffle.thebraintumourcharity.org](http://raffle.thebraintumourcharity.org)

- Handle all complaints in accordance with this Complaints and Disputes Procedure.
- Be honest in our dealings with your complaint and ensure complaints are investigated thoroughly.
- Learn from complaints and will take action to improve.
- Any personal details will be used for purposes connected to resolving your complaint. Your details will be stored on our secure database in line with our privacy policy. We never share your details with other organisations for marketing purposes. If we need to share your details with a third party to investigate and resolve your complaint, we will inform you of this before sharing.

## Stage 1

- In the event that a member of the public wishes to make a complaint about the Win Big Weekly Lottery or Raffle, they can contact our supporter care team giving full details of the complaint and providing any supporting documentation.
  - Lottery Helpline 0370 050 9240
  - Raffle Helpline 0370 085 3770
  - Email: [info@unitylottery.co.uk](mailto:info@unitylottery.co.uk)
  - Address: The Brain Tumour Charity Lottery / Raffle  
Sterling Management Centre Ltd  
Furness Gate  
Peter Green Way  
Furness Business Park  
Barrow-in-Furness  
Cumbria  
LA14 2PE
- All complaints are logged, along with the copy of the correspondence and outcomes, on a secure database. Complaints are reviewed and will be used for training and Gambling Commission reporting purposes where required.
- We aim to respond within 3 working days of receiving a complaint.
- We will keep you informed of progress and proposed timescales to resolve the complaint.
- We'll investigate your complaint involving relevant parties as necessary, we will not pass your data to a third party without obtaining your permission beforehand.
- We'll contact you to let you know the outcome of your complaint and any actions we have taken as a result of this.

In the event that you are not happy with the response, or do not get a response within the timescales provided, stage 2 will be followed.

## Stage 2

- If you're unhappy with the resolution of your complaint, you should put your complaint in writing to Helen Clements, The Brain Tumour Charity, Fleet 27, Rye Close, Fleet, Hampshire, GU51 2UH.
- You'll then be sent an acknowledgement of your complaint in writing, within 2 working days of us receiving it and an investigation of your complaint will then begin.
- Every effort will be made to complete this investigation within seven days of receipt.
- We'll then contact you with our findings, recommendations and proposed actions.

## Stage 3

- If you're still not satisfied, you can refer your complaint, free of charge to our Gambling Commission approved ADR, IBAS ([www.ibas-uk.com](http://www.ibas-uk.com)) within 2 months of our decision.
- IBAS will consider your complaint in light of the Fundraising Promise and the Fundraising Regulator's codes of fundraising practice and will also consider any requirements of our lottery Licence Conditions and Codes of Practice (LCCP) and – from an advertising perspective – the rules set out by the Committee for Advertising Practice (CAP).

All profits from the Win Big Weekly Lottery and Raffle will be used to provide practical and financial support for people affected by brain tumours. Registered Charity Number: 110054 (England & Wales) SC0450081 (Scotland).