



COMPLAINTS' PROCEDURE

East Lancashire Hospice endeavours to provide a high quality service at all times. If however you feel that we have not met your expectations we would like to hear about it so we can take action and improve our services.

What can I complain about?

This complaints procedure relates to the East Lancashire Hospice Society Lottery. Complaints should refer to events that happened in the last 12 months.

How will I be treated if I make a complaint?

Should you wish to make a complaint please be assured you will be treated with courtesy and support throughout the handling of the complaint.

What is the first step?

In the first instance, please contact the Lottery Office and highlight your concerns and/or what you are unhappy with. They will endeavour to resolve your concerns immediately.

If you are not happy with the response, you can escalate your complaint to the lottery manager, Sharon Crymble or Chief Executive, Lyn Stevenson East Lancashire Hospice, Park Lee Road, Blackburn BB2 3NY

What will happen next?

You will receive a letter acknowledging receipt of your complaint within five working days of us receiving your complaint. We will allocate your complaint to the appropriate person who will contact you to discuss your concerns, how we can resolve your concerns and how you wish us to keep you informed of the investigation and outcome.

The person responsible for handling your complaint will investigate your concerns and keep you informed of progress as agreed. You will receive a written response to your complaint from the Chief Executive within 40 working days from the date we received your complaint.

What if I am not happy with the final response?

If after the initial two stages you wish to escalate further, you can do so free of charge to an Alternative Dispute Resolution (ADR) **IBAS**, **Independent Betting Adjudication Service** LTD PO BOX 62639. London EC3P 3AS Tel: 020 7347 5883. Website address: www.ibas-uk.co.uk.

We abide to abide to undertake the decision made by IBAS