



## **East Lancashire Hospice - Lottery Complaints Procedure**

East Lancashire Hospice is committed to providing excellent levels of service. We are constantly striving to meet the rising expectations of our members, and we welcome feedback on where our services can be improved or where your expectations have not been met.

Issues of concern to our members can usually be resolved by talking them through with one of our telephonists. A telephone log sheet is completed at the same time of the call, detailing the callers contact details, who took the call, nature of the complaint and how the complaint was resolved. However, we recognise that sometimes this may not be appropriate, or you may feel your concerns have not been properly addressed after talking them through with us.

We actively encourage our members to use our Complaints Procedure so that issues and concerns can be raised with management and addressed appropriately. This publication explains how the Complaints Procedure works, what you need to do and what you can expect. There are two levels for East Lancashire Hospice – Head of Department and Chief Executive.

### **Head of Department Level (1<sup>st</sup> level)**

If we haven't reasonably met your expectations or you wish to make a complaint relating to services or facilities provided by one of our staff you should write or e-mail in the first instance to the head of the fundraising and lottery department.

In expressing concerns it is helpful to include all relevant details such as nature of complaint, date, people contacted and the other circumstances relating to your complaint. This helps us to quickly and fully understand the nature of your complaint and begin our investigations.

Once we have received your complaint the head of the Fundraising department or one of his/her colleagues will acknowledge receipt of your letter in writing within 48 hours and you can normally expect a full written response within 10 working days of this acknowledgement. Our aim is to resolve the complaint to your complete satisfaction at this level.

### **Chief Executive Level (2<sup>nd</sup> level)**

If, after receiving our response at the 1<sup>st</sup> level you feel that your concerns have not been fully addressed you can ask for your complaint to be referred to the Chief Executive.

You can normally expect a full written response to your complaint within 10 working days of our acknowledgement of the complaint reaching the 2<sup>nd</sup> level. It may be necessary for additional information to be sought from an external source. When this is necessary and we feel it may not be possible to respond to your complaint within 10 working days we will contact you again. We will explain our reasons for asking for a time extension and seek your approval.

### **Arbitration**

If a satisfactory resolution can not be reached then the matter can be referred, free of charge, to the Lottery's Alternative Dispute Resolution Service:

IBAS  
PO Box 62639  
London  
EC3P 3AS



Telephone 0207 347 5883  
Fax 0207 347 5882  
e-mail [adjudication@ibas-uk.co.uk](mailto:adjudication@ibas-uk.co.uk)  
Website [www.ibas-uk.com](http://www.ibas-uk.com).