

THE PAW DRAW WEEKLY LOTTERY

COMPLAINTS AND DISPUTES PROCEDURE

Paw Draw weekly lottery is licensed and regulated by the Gambling Commission. www.gamblingcommission.gov.uk.

Promoter: Battersea Dogs & Cats Home, 4 Battersea Park Road, London, SW8 4AA. Responsible Person: Maddy Eastwood

EMAIL: fundraising@battersea.org.uk or call 020 7627 9312

POST: The Paw Draw weekly lottery, PO Box 653, Galgate, Lancaster LA2 0XB

Battersea Dogs & Cats Home will:

- a) Handle all complaints in accordance with this Complaints and Disputes Procedure.
- b) Advise the Gambling Commission on the status of all disputes that are referred to the Promoter (see below).

The Complaints and Disputes Procedure is outlined as follows:

Stage 1

In the event that a customer has encountered a problem or has a concern to raise in respect of the weekly lottery, then Battersea Dogs & Cats Home will in the first instance advise the customer to contact the Lottery helpline (020 7627 9312).

Any problems or concerns that are brought to the Lottery helpline's attention will be formally recorded within the Lottery Complaints Log, initially as an 'incident', for Battersea Dogs and Cats Home future analysis and Gambling Commission reporting purposes.

We aim to respond as soon as possible, but normally within 5 working days. If the investigation of the complaint is likely to take longer than 5 working days, we will write to you to let you know the proposed timescales and next steps, aiming to resolve your complaint within a maximum of 30 days.

We will investigate your complaint involving relevant parties as necessary.

We will contact you to let you know the outcome of your complaint and any actions we have taken as a result of this.

Stage 2

If you are unhappy with the resolution of your complaint, you should put your complaint in writing to Maddy Eastwood, Battersea Dogs & Cats Home, 4 Battersea Park Road, London, SW8 4AA.

The matter will be escalated to a 'dispute', if applicable.

You will then be sent an acknowledgement of your complaint in writing, within 48 hours of us receiving it and an investigation of your complaint will then begin.

Every effort will be made to complete this investigation within 7 working days of receipt.

We will then contact you with our findings, recommendations, and proposed actions.

Stage 3

If you are still not satisfied, we will refer your complaint/dispute to, the free to access, Independent Betting Adjudication Service (www.ibas-uk.com) within 2 months of our decision.

IBAS will act as an impartial adjudicator after the complaint/dispute has been through both of the above stages of our own internal dispute procedure and a deadlock still exists.

An IBAS panel of experts will apply their specialist knowledge to the facts and adjudicate by reference to our own terms and conditions

