

# Complaints and Disputes

1. If you wish to complain or raise a concern about the Kirkwood Hospice Lottery, you can do so in writing to: The Lottery Office, Kirkwood Hospice, 21 Albany Road, Dalton, Huddersfield, HD5 9UY or by emailing: [lottery@kirkwoodhospice.co.uk](mailto:lottery@kirkwoodhospice.co.uk). You can also call us on: 01484 557913
2. All complaints and concerns to be logged and we will contact you within two working days of receiving your complaint to confirm receipt
3. We aim to resolve any complaints as quickly as possible. We will carry out a full investigation, and you will then receive a full response from us within 20 working days. If there are likely to be any delays with our investigation, we will contact you as soon as possible to explain why
4. Any complaint that cannot be dealt with by the member of staff should be referred to the Lottery Manager, Dawn Walker. Tel: 01484 557913 or email: [dawn.walker@kirkwoodhospice.co.uk](mailto:dawn.walker@kirkwoodhospice.co.uk)
5. Any complaint that cannot be dealt with by the Lottery Manager to be referred to the Director of Income Generation and Marketing, by telephone or in writing to the Hospice
6. If a complaint cannot be resolved by the Director of Income Generation and Marketing, then it is to be referred to the Chief Executive, by telephone or in writing to the Hospice
7. If a complaint cannot be resolved by the Chief Executive, then it should be referred to the Board of Trustees via the Hospice
8. In the event a complaint or a dispute cannot be resolved, it should then be referred to arbitration. This will be The Independent Betting Adjudication Service Limited (IBAS)

The Independent Betting Adjudication Service Limited  
PO Box 62639  
LONDON  
EC3P 3AS  
Tel: 020 7347 5883  
Website: [www.ibas-uk.co.uk](http://www.ibas-uk.co.uk)

Registered with the Gambling Commission under the terms and conditions of the Gambling Act 2005

Licence Number 000-030439-N-311653-009

All Players must be 16 years and above

[www.gambleaware.co.uk](http://www.gambleaware.co.uk)