

**Complaints and Disputes Procedure for The Children's Hospital Charity Raffle:**

The Children's Hospital Charity Raffle is licensed by the Gambling Commission.

Website: [www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk).

**Promoter:** The Children's Hospital Charity, Western Bank, Sheffield, S10 2TH

**Responsible Person:** Tchad Western

**Registered Charity Number:** 505002


All profits from the Raffle will be used to fund the work of The Children's Hospital Charity


**Complaints and Disputes Procedure:**

The Children's Hospital Charity will:

- a) Make this Complaints and Disputes Procedure available to a potential or actual customer ("the customer") via The Children's Hospital Charity website [www.tchc.org.uk](http://www.tchc.org.uk), or upon request.
- b) Handle all complaints in accordance with this Complaints and Disputes Procedure
- c) Advise the Gambling Commission on the status of all disputes that are referred to the Promoter (see below).
- d) The Complaints and Disputes Procedure is outlined as follows:

<b>Stage 1</b>	<ul style="list-style-type: none"> <li>• Any problems or concerns that are brought to the Charity's attention will be formally recorded within the Raffle Complaints Log, initially as an 'incident', for The Children's Hospital Charity future analysis and Gambling Commission reporting purposes.</li> </ul>
	<ul style="list-style-type: none"> <li>• We aim to respond as soon as possible, but normally within ten working</li> </ul>

	<p>days. If the investigation of the complaint is likely to take longer than ten 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.</p>
	<ul style="list-style-type: none"> <li>• We will investigate your complaint involving relevant parties as necessary.</li> </ul>
	<ul style="list-style-type: none"> <li>• We will contact you to let you know the outcome of your complaint and any actions we have taken as a result of this.</li> </ul>
	
<b>Stage 2</b>	<ul style="list-style-type: none"> <li>• If you are unhappy with the resolution of your complaint, you should put your complaint in writing to Tchad Western, The Children's Hospital Charity, Western Bank, Sheffield, S10 2TH.</li> </ul>
	<ul style="list-style-type: none"> <li>• The matter will be escalated to a 'dispute', if applicable.</li> </ul>
	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
	<ul style="list-style-type: none"> <li>• Every effort will be made to complete this investigation within 7 days of receipt.</li> </ul>

	<ul style="list-style-type: none"><li>• We will then contact you with our findings, recommendations and proposed actions.</li></ul>
	
<b>Stage 3</b>	<ul style="list-style-type: none"><li>• If you are still not satisfied, we will refer your complaint/dispute to The Independent Betting Adjudication Service (IBAS) (<a href="http://www.ibas-uk.com">www.ibas-uk.com</a>) within 2 months of the date when the Dispute arose.</li></ul>
	<ul style="list-style-type: none"><li>• The Independent Betting Adjudication Service (IBAS) acts as an impartial adjudicator on disputes that arise between betting/gambling operators and their customers after they have been through the operator's own internal dispute procedures and if a deadlock exists.</li><li>• The IBAS panel of betting experts apply their specialist knowledge to the facts and will adjudicate by reference to these Terms but do not rule on complex legal issues. As well as offering effective dispute resolution procedures, IBAS also check that we have complied with the standards set by the appropriate regulatory bodies and with the IBAS Terms and conditions of registration. IBAS can be contacted at <a href="http://www.ibas-uk.com">www.ibas-uk.com</a> or via telephone on +44 (0)207 347 5883 or via post at IBAS, PO Box 62639, London EC3P 3AS</li></ul>