

## **Gambling Complaints Policy**

Ellen MacArthur Foundation ('EMF', 'our', 'we') and our External Lottery Manager, Postcode Lottery Limited trading as People's Postcode Lottery ('PPL'), are committed to ensuring that our lottery is operated in a crime free, fair and open way as a socially responsible operator and to resolving any issues that a player or potential player may have promptly and in confidence. Our complaints process is without prejudice to players' legal rights.

We and PPL take complaints seriously and will handle them in accordance with the four stage process below and make a copy of the process available to a player or potential player on request. Complaints will usually be received and handled by PPL. If a complaint concerning our lottery comes directly to EMF it will be referred to our Annex A Holders (the Chief Operating Officer and Executive Lead - Philanthropy) who will contact PPL.

Players or potential players who wish to raise a complaint with PPL can do so by:

- phoning 0808 109 8765,
- sending an email to [info@postcodelottery.co.uk](mailto:info@postcodelottery.co.uk) or
- by writing to or attending in person People's Postcode Lottery's office at 28 Charlotte Square, Edinburgh, EH2 4ET.

Players or potential players who wish to raise a complaint directly with EMF can do so by contacting:

- Joanne Bootle or Jon Ely on [info@ellenmacarthurfoundation.org](mailto:info@ellenmacarthurfoundation.org). +44 (0) 1983 296463

Players or potential players may raise a complaint within six months from the date of the relevant draw or incident to which the complaint relates.

If PPL is unable to resolve the complaint within two working days of receipt, the complaint will enter the Formal Complaints Process. If the complaint is resolved within two working days of receipt, it will not enter the Formal Complaints Procedure.

### **Formal Complaints Procedure**

#### **Stage 1: Acknowledgement and Resolution**

The handler deals with the complaint immediately and is able to resolve the complaint at the first point of contact.

#### **Stage 2: Investigation**

1. Complaint is formally recorded.
2. If the complaint is not resolved at stage 1, the handler escalates to line manager level.
3. Investigation takes place and line manager involves senior members of staff as needed.
4. Complaints graded 'major' by line manager alerted to the Compliance Manager at PPL and our Annex A Holders immediately.

If the investigation of the complaint is likely to take longer than five working days, PPL will notify the complainant advising of the proposed timescales and next steps, aiming to resolve the complaint within a maximum of 20 working days.

#### Stage 3: Outcome of the actions taken

The line manager or Compliance Manager at PPL will respond to the complainant advising of the outcome of the complaint and any action taken as a result of the investigation.

If unresolved, the complaint is referred to the Managing Director of PPL and our Annex A Holders.

#### Stage 4: Alternative Dispute Resolution (ADR)

If the resolution of the complaint is not satisfactory at Stage 3, the complainant can request ADR with IBAS ([www.ibas-uk.com](http://www.ibas-uk.com)) who provide a mediation process that can be followed at no cost to the complainant to resolve the dispute and to which all parties are required to participate. The mediator will report on the outcome of the dispute to the Gambling Commission and EMF and PPL will abide by the mediator's decision or recommendations. The complainant can appeal at any stage of the process.

#### REVIEW

This policy will be reviewed annually