

## British Red Cross Lucky Day Lottery Complaints and Disputes Procedure

The views of our supporters are extremely important to us and we always appreciate feedback as it can only help to improve our services and fundraising activities. The fundraising department at the British Red Cross works within strict codes of conduct. Any complaints we receive are taken very seriously and we promise to address your concerns as quickly and as efficiently as possible.

The British Red Cross will:

1. Make this Complaints and Disputes Procedure available to any potential or actual lottery player via the British Red Cross Lucky Day Lottery webpages: [www.redcross.org.uk/lottery](http://www.redcross.org.uk/lottery) or other reasonable means by request.
2. Handle all complaints in accordance with this Complaints and Disputes Procedure.
3. Advise the Gambling Commission on the status of all disputes<sup>1</sup> related to the Lucky Day Lottery that are referred to the British Red Cross.

The Complaints and Disputes Procedure is outlined as follows:

### Step 1

In the event that a member of the public wishes to make a complaint about the British Red Cross Lucky Day Lottery, she/he can contact the British Red Cross Supporter Care team by telephone on 0300 456 11 55, by email to [supportercare@redcross.org.uk](mailto:supportercare@redcross.org.uk) or by post by writing to: British Red Cross, UK Office, 44 Moorfields, London EC2Y 9AL, giving full details of the complaint and any supporting documentation.

All complaints are recorded and the outcome of any complaint is also recorded for future reference.

### The British Red Cross promises to:

- Let the complainant know that we've received their complaint
- Keep the complainant informed on the progress of their complaint
- Resolve their complaint as quickly as possible
- Or let the complainant know to whom we have passed their complaint if we are unable to resolve it
- Not pass on a complainant's personal data to a third party without obtaining their permission to do so beforehand

In the unlikely event that a complainant does not receive a response within 14 days or is not satisfied with the response received or how it has been handled, the procedure outlined in Step 2 will be followed.

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<sup>1</sup> As defined by the Gambling Commission's Licence Conditions and Codes of Practice, May 2014.

## **Step 2**

If your complaint relates to any of the following:

- The Lucky Day Lottery
- Administration / processing errors
- British Red Cross services or policy
- The handling of data / personal details

The complainant should write to, or email, the Head of Supporter Services (contact details as above) providing as much information as possible, including details of the correspondence had during Step 1 and why she/he is not satisfied with the response.

Complaints relating to any other issues, for example:

- Dishonest handling of funds
- Misapplication of charitable funds
- Actions that contravene the Charity's trust deed or charity law
- Actions that threaten to bring the charity into disrepute

Should be addressed to the Head of Governance at the same postal address.

### **The British Red Cross promises to:**

Undertake a review of the complaint, keeping the complainant informed of progress, and send a written response within 14 days of receipt of the complainant's correspondence. In many cases, the British Red Cross will respond much sooner, but, if the organisation is unable to resolve the complaint within this time, the British Red Cross will write to the complainant explaining why investigations have not been completed yet and telling the complainant when we will have done so.

### **If you are still unhappy:**

If we have been unable to resolve the complaint to the complainant's satisfaction, or haven't sent the complainant a final response after 14 days, the complaint will become a 'dispute'<sup>2</sup> and the procedure outlined in Step 3 will be followed.

## **Step 3**

### **If the dispute relates to the Lucky Day Lottery:**

The complainant can refer the dispute to the Independent Betting Adjudication Service (IBAS, [www.ibas-uk.com](http://www.ibas-uk.com)), an impartial adjudicator on disputes that arise between gambling operators and their customers after they have been through the operator's own internal dispute procedures and if a dispute exists, in order that they can make a judgement.

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

**If the dispute relates to fundraising:**

The complainant can refer the dispute to the Fundraising Regulator, using their online form, or by emailing [complaints@fundraisingregulator.org.uk](mailto:complaints@fundraisingregulator.org.uk), calling 0300 999 3407, sending a letter to Fundraising Regulator, Eagle House, 167 City Road, London, EC1V 1AW.

In considering the dispute, the Fundraising Regulator will assess whether there has been a clear breach of the Fundraising Regulator Codes of Fundraising Practice and/or the Fundraising Promise<sup>2</sup>, details of which can be found on the Fundraising Regulator's website:

<https://www.fundraisingregulator.org.uk/code>

**If the dispute relates to administration / processing errors or British Red Cross services or policy:**

The complainant can refer the dispute to the British Red Cross Head of Governance, at the registered address (as above), for presentation to the Board of Trustees, if appropriate. Any decisions reached will be final.

**If the dispute relates to the way in which the British Red Cross has handled data / personal details:**

The complainant can refer the dispute to the Information Commissioner's office on telephone number 0303 123 1113 or, if the dispute specifically relates to mailings, the complainant can register the dispute with the Direct Marketing Association, Mailing Preference Service on 020 7291 3321.

**If the dispute relates to dishonest handling of funds / misapplication of charitable funds or actions that contravene the charity's trust deed or charity law:**

The complainant can refer their concerns to the Charity Commission by completing their online form:

<https://forms.charitycommission.gov.uk/raising-concerns/>

Each regulatory body has its own complaints procedure and most will assume that the complainant has already registered the dispute with the charity.



**BeGambleAware.org**<sup>®</sup>  
Helpline: **0808 8020 133**

If you feel you have a problem with gambling, visit [www.begambleaware.org](http://www.begambleaware.org) or call the GamCare National Helpline on 0808 8020 133.

The British Red Cross Society, incorporated by Royal Charter 1908, is a registered charity in England and Wales (220949), Scotland (SC037738), Isle of Man (0752), and Jersey (430) at UK Office, 44 Moorfields, London, EC2Y 9AL.

Licensed and regulated by the Gambling Commission. Licence No. 000-004686-N-304931-004. Website: [www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk).

Promoter: The British Red Cross Society  
Responsible Person: Paul Amadi and Melanie McNeill

**Must be 18 or over to play. Underage gambling is an offence.**

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<sup>2</sup> As defined by the Gambling Commission's Licence Conditions and Codes of Practice, May 2014.