



## Lottery Complaints Procedure

Cornwall Hospice Care is licensed by the Gambling Commission. The Gambling Commission was set up under the Gambling Act 2005 to regulate commercial gambling in Great Britain in partnership with licensing authorities. We are committed to comply with the Licence Conditions and the Code of Practice (LCCP) set out by the Gambling Commission.

The Gambling Act 2005 is based on three licensing objectives:

1. Prevent gambling from being a source of crime and disorder, being associated with crime and disorder, or being used to support crime.
2. Ensuring that gambling is conducted in a fair and open way
3. Protecting children and other vulnerable persons from being harmed or exploited by gambling.

We promise to be honest, fair and open about our fundraising with you, our supporters. We want to reassure you that we will fundraise in a responsible way, if you don't think we're meeting these high standards then we will take your views seriously. We will always try to resolve your concerns, if you feel we have not.

You can provide your feedback to our Lottery Manager in the following ways:  
By email to [chclottery@cornwallhospice.co.uk](mailto:chclottery@cornwallhospice.co.uk) or, alternatively, you can write to the following address:

Lottery Manager  
Cornwall Hospice Care  
Lottery Office  
Daniels Lane  
St Austell  
Cornwall  
PL25 3HS

We will acknowledge and provide an initial response to your feedback within 10 working days of receiving it. Whilst we expect to be able to resolve most complaints within that timeframe, if we need to conduct a more in-depth investigation, we will aim to provide you with a full response within 20 working days. If we are unable to meet that deadline due to exceptional circumstances, we will of course let you know.

If you are not happy with the response you receive, you can escalate your concerns to Oliver Hoare, Head of Fundraising, at the below address who will consider the matter in more detail.

Head of Fundraising  
Cornwall Hospice Care  
Fundraising Office  
Daniels Lane  
St Austell  
Cornwall  
PL25 3HS

If you are not happy with the response you receive, you can escalate your concerns further to Paul Brinsley, Chief Executive, at the below address who will consider the matter in more detail.

Chief Executive  
Cornwall Hospice Care  
Mount Edgcumbe Hospice  
Porthpean Road  
St Austell  
Cornwall  
PL26 6AB

If the issue is not resolved to your satisfaction, you can ask The Independent Betting Adjudication Service Limited (IBAS) to consider it by:

- Submitting your complaint through The Independent Betting Adjudication Service Limited website <https://www.ibas-uk.com/consumers/how-to-raise-a-dispute/>
- Contacting The Independent Betting Adjudication Service Limited 020 7347 5883

Further details about The Independent Betting Adjudication Service Limited and their Complaints Procedure may be found at <https://www.ibas-uk.com/contact-ibas/>