

The Katharine House Hospice(KHH)Weekly Lottery is licensed and regulated in Great Britain by the Gambling Commission under the Gambling Act 2005
Website: www.gamblingcommission.gov.uk Promoter: Katharine House Hospice, Aynho Rd, Adderbury, Banbury, Oxon, OX17 3NL. Responsible person: Charlotte Bound All profits from the KHH Weekly Lottery will be used to provide end of life, palliative care and symptom control for those who have a life limiting illness.

KHH will:

- Make this Complaints and Disputes Procedure available to a potential or actual customer ("the customer") via our website www.khh.org.uk, or upon request.
- Handle all complaints in accordance with this Complaints and Disputes Procedure
- Advise the Gambling Commission on the status of all disputes that are referred to the Promoter (see below).

Stage one

- In the event that a customer has encountered a problem or has a concern to raise in respect of the Lottery, then KHH will in the first instance advise the customer to contact the Lottery Office.
- Any problems or concerns that are brought to the Lottery Office's attention will be formally recorded within the Lottery Complaints Log, initially as an 'incident', for KHH future analysis and Gambling Commission reporting purposes.
- We aim to respond as soon as possible, but normally within five days. If the investigation of the complaint is likely to take longer than five 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.
- We'll investigate your complaint involving relevant parties as necessary.
- We'll contact you to let you know the outcome of your complaint and any actions we have taken as a result of this.

Stage two

- If you're unhappy with the resolution of your complaint, you should put your complaint in to: Charlotte Bound, Katharine House Hospice, Aynho Rd, Adderbury, Banbury, Oxon, OX17 3NL.
- The matter will be escalated to a 'dispute', if applicable.
- You'll 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.
- Every effort will be made to complete this investigation within seven days of receipt.
- We'll then contact you with our findings, recommendations, and proposed actions.

Stage three

- If you're still not satisfied, you can contact the IBAS (www.ibas-uk.com) within 2 months of our decision.
- IBAS will consider your complaint in light of the Supporter Promise and the Fundraising Regulator's codes of fundraising practice.