



OXFAM

WE WON'T LIVE WITH POVERTY

LOTTERY COMPLAINTS PROCEDURE

Oxfam GB is committed to providing excellent levels of service related to the Oxfam Lottery. We are constantly striving to meet the rising expectations of our members, and we welcome feedback on where our services can be improved or where your expectations have not been met.

Issues of concern to our members can usually be resolved by contacting our Supporter Relations team. A database record will be completed at the time of the contact, detailing the member's contact details, which team member dealt with the issue, the nature of the complaint and how the complaint was resolved. Oxfam's contact centre details are as follows:

Supporter Relations
Oxfam House
John Smith Drive
Oxford
OX4 2JY

t: 0300 200 1300
e: heretohelp@oxfam.org.uk

However, we recognise that sometimes it may not be appropriate to contact us in this way, or you may feel your concerns have not been properly addressed after talking them through with us. Where this is the case, we actively encourage our members to use our Lottery Complaints Procedure so that issues and concerns can be raised with management and addressed appropriately. This document explains how the Lottery Complaints Procedure works, what you need to do and what you can expect. There are two levels – departmental manager and senior management.

Level 1 – Department Manager

If we haven't reasonably met your expectations or you wish to make a complaint relating to services or facilities provided by one of our staff you should write or e-mail the manager of our Supporter Relations team:

Supporter Relations Team Manager
Oxfam House
John Smith Drive
Oxford
OX4 2JY

e: heretohelp@oxfam.org.uk (Please put in the subject line 'FAO: Supporter Relations Team Manager')

In expressing concerns it is helpful to include all relevant details such as the nature of your complaint, the date, people contacted and the other circumstances relating to your complaint. This helps us to quickly and fully understand the nature of your complaint and begin our investigation. Once we have received your complaint the head of department or one of his/her colleagues will acknowledge receipt of your letter in writing within 48 hours, and also provide a copy of this complaints policy. You can normally expect a full written response within 10 working days of this acknowledgement. Our aim is to resolve the complaint to your complete satisfaction at this level.

Level 2 - Senior Management

If, after receiving our response at the 1st level you feel that your concerns have not been fully addressed you can ask for your complaint to be referred to Senior Management. You can normally expect a full written response to your complaint within 10 working days of our acknowledgement of the complaint reaching the 2nd level. It may be necessary for additional information to be sought from an external source. When this is necessary and we feel it may not be possible to respond to your complaint within 10 working days we will contact you again. We will explain our reasons for asking for a time extension and seek your approval.

Arbitration

If a satisfactory resolution can not be reached then the matter can be referred to an alternative dispute resolution (ADR) entity. We use IBAS (Independent Betting Adjudication Service) for this purpose – www.ibas-uk.com



Independent Betting Adjudication Service
PO Box 62639
LONDON
EC3P 3AS

Telephone 0207 347 5883
e-mail adjudication@ibas-uk.co.uk

Oxfam will notify the Gambling Commission of any complaints which are referred to IBAS.

Provision of complaints policy

A copy of this complaints policy will be provided to the complainant at the earliest opportunity.