



## Lottery Compliments and Complaints

The Veterans' Foundation strives for high standards in everything that it does and welcomes feedback on all aspects of our work. Such feedback provides us with an opportunity to learn and improve what we do and how we do it.

It also gives us an opportunity to put things right for anyone who has made a complaint, or to respond to those who have complimented us.

Please note that should you have a complaint about any aspect of the way the licensee (The Veterans' Foundation) conducts its licensed activities, for example:

- The outcome of gambling transaction
- The way a gambling transaction has been managed
- Concerns in the way the licence holder carries out its business in relation the licensing objectives

Please then refer to our Complaints and Disputes procedure.

### Compliments

Any compliments received by the Veterans' Foundation will be passed to the appropriate manager for recording on our Compliments Register. Any member of staff who may have been complimented in such feedback will be notified within three working days of receipt. Feedback about compliments will be shared with employees, as appropriate.

If you would like to make a compliment to the Veterans' Foundation, you can contact us using any of these options:

- Speak with one of our team on freephone 0333 999 3899
- Email our team at: [enquiries@veteransfoundation.org.uk](mailto:enquiries@veteransfoundation.org.uk)
- Fill in our feedback form (see below) and send to:

The Veterans' Foundation  
The Haybarn  
The Rectory Farm Offices  
Warmington  
PE8 6UT

### Key principles of our complaints procedure

We seek to ensure that complaints are:

- Listened to and investigated thoroughly
- Dealt with consistently throughout the organisation
- Acknowledged speedily and recorded
- Dealt with in an appropriate, fair and timely way

- Learned from
- Recorded

### Complaints procedure

Any complaints received by the Veterans' Foundation will be passed to the appropriate manager for recording on our Complaints Register.

If you would like to make a complaint to the Veterans' Foundation, you can contact us using any of these options:

- Speak with one of our team on freephone 0333 999 3899
- Email our team at: [complaints@veteransfoundation.org.uk](mailto:complaints@veteransfoundation.org.uk)
- Fill in our feedback form (see below) and send to:

The Veterans' Foundation  
The Haybarn  
The Rectory Farm Offices  
Warmington  
PE8 6UT

We aim to settle issues quickly and satisfactorily. The issue may be resolved quickly either by an apology, by providing the service required or by providing an acceptable explanation to the individual. We will acknowledge your complaint within 3 working days of receipt and send a written response, either in hard copy or email, within 20 working days of receipt.

If you are not satisfied with our response to your complaint, please let us know as soon as possible and lodge an appeal no later than 14 working days from the receipt of our response.

Your appeal will then be referred to our Chief Executive Officer, who will carry out an investigation, and will let you know by way of a written confirmation. The outcome of any investigation will be established within 20 working days of the receipt of your appeal.

If you remain dissatisfied with our response you can request an Independent Review within 14 working days of the outcome letter. This will involve contacting the Charity Commission for advice:

- 0845 300 0218 or [www.charitycommission.gov.uk](http://www.charitycommission.gov.uk), using their online contact form

Alternatively, you can contact the Office of the Scottish Charity Regulator:

- 01382 220446 or [www.oscr.org.uk](http://www.oscr.org.uk) using their online contact form

### Your personal information

If you use our complaints procedure, you are agreeing that we can use any personal information you send us for purposes connected with your complaint. We will hold this data securely in accordance with the Data Protection Act 1998 and only use it for the purpose of addressing the relevant complaint.

We will only give your personal information to other people and organisations if you have given us permission to do so. If you are able to give this permission when you contact us with details of your complaint, this can help us to start the investigation quickly.

## **The Fundraising Regulator**

We are a member of the Fundraising Regulator (FR). The FR is the body for self-regulation of fundraising in the UK. The FR scheme is open to all fundraising organisations. As a member of the FR, the Veterans' Foundation agrees to adhere to the highest standards of good practice with our fundraising and a Fundraising Promise.

You can read the Fundraising Promise on the FR website. You are entitled to take your complaint directly to the FR. Their contact details are:

### **Address**

**2<sup>nd</sup> Floor**

**CAN Mezzanine Building**

**49-51 East Road**

**London**

**N1 6AH**

**Telephone: 0300 999 3407**

**Email: [enquiries@fundraisingregulator.org.uk](mailto:enquiries@fundraisingregulator.org.uk)**

## Your feedback

### Your details

Title	
First Name	
Last Name	
Email	
Phone	
Address	

### Please let us know how we can help you

### Thank you for contacting the Veterans' Foundation

We would like to stay in touch to tell you more about what we do and, if appropriate, about other ways you can help us, including opportunities to donate or fundraise.

If you have shared any information about your experience, we will use this to tailor any future communications to you.

Please contact me by:

Email/ Phone/ Post

We promise to keep your details safe and never sell or swap them with anyone. Our privacy policy explains how we keep this promise.

If you don't want to hear from us, or change your mind about how we contact you, please email us at: [Complaints@veteransfoundation.org.uk](mailto:Complaints@veteransfoundation.org.uk) or call us on 0333 999 3899