



Complaints and Disputes procedure

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.

The Veterans' Foundation Lottery is licensed in Great Britain by the Gambling Commission. The Gambling Commission defines a complaint as an expression of dissatisfaction, whether spoken or written, about any aspect of the way the licensee conducts their licensed activities.

For example, a complaint:

- About the outcome of a gambling transaction
- About the way a gambling transaction has been managed
- That concerns the way the licence holder carries out its business in relation to the three licensing objectives

Licensing objectives

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

A dispute is defined as those complaints that are about the customers gambling transaction (including management of the transaction) and have not been resolved at the first stage of the operators complaints procedure.

For example, a dispute:

- May include those linked to the application of bonus offers
- To other terms and conditions
- Account management
- Or the ability to access funds and winnings

Customers may also complain about commercial matters, such as the quality of the licence holder's facilities. Where such complaints do not pose a risk to the three licensing objectives above, they are not within the scope of what the Gambling Commission oversees. Commercial complaints will fall under our Lottery Complaints and Compliments procedure.

Complaints and Disputes Procedure

The Veterans' foundation will:

- Make this Complaints and Disputes Procedure available to a potential or actual customer ("the customer") via the Veterans' Foundation website www.veteransfoundation.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

Stage 1

Any complaints received by the Veterans' Foundation will be passed to the appropriate manager and recorded 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
- 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.

This matter will be escalated to a "dispute", if applicable.

Stage 2

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 acknowledged within 48 hours of us receiving it. It 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.

Stage 3

If you are still not satisfied and we have been unable to agree a resolution to your dispute within 8 weeks (from the date we received your initial complaint), we will send you a "deadlock" letter advising you that we will be referring your dispute to ADR Group (www.adrgroup.co.uk).

The ADR Group is one of the largest dispute resolution service providers in the UK, approved by the Gambling Commission. They provide a wide range of resolution and mediation support services.

The ADR Group can be contacted at info@adrgroup.co.uk or via telephone on 020 3600 5050

Your complaint

Your details

Title	
First Name	
Last Name	
Email	
Phone	
Address	

Please let us know how we can help you

The Veterans Foundation Registered charity number (England & Wales): 1166953 (Scotland): SC046571

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.