

## Complaint Procedure

Your feedback is important to us

At North Herts Community Lottery, we always aim to provide the highest possible standards of service. If you feel at any time that the service you have received is below the expected level, then we would like to hear from you. Please find details of our complaints procedure below:

You can contact North Herts Community Lottery directly via the following methods:

By email

**Email Address TBC**

By post

North Herts Community Lottery  
Gatherwell Ltd  
PO Box 888  
Oxford  
OX1 9PS

We aim to respond to all written complaints within five working days of receipt.

By phone

Please call us on: **Telephone Number TBC**

In the unlikely event that you feel your complaint has not been resolved to your satisfaction; you can request that it be escalated to a Senior Manager for review. We aim to respond to escalated complaints within 10 working days.

As a final stage, we offer a process of Alternative Dispute Resolution (ADR) through an independent arbiter. All costs associated to this process are paid for by North Herts Community Lottery.

The nominated independent ADR is:

Independent Betting Adjudication Service  
PO Box 62639  
London  
EC3P 3AS

North Herts Community Lottery is regulated by the Gambling Commission Licence Number XXX-XXXXXX-X-XXXXXX-XXX.

If you feel that we have not dealt with your complaint properly or that we have not followed our own published complaints procedure, you can complain to the Gambling Commission about our failure to operate a proper complaints process.

The Gambling Commission is a regulator and not a complaint handling body and they will not investigate the facts of your complaint, nor will they alter the decision that we have made in our internal complaints process. The Commission reviews whether we have adhered to the terms of our operating licence. It does not investigate consumer complaints, rule on prize disputes, pay compensation or provide legal advice.

The contact details of the Commission are as follows:

Consumer Protection  
Gambling Commission  
4th Floor  
Victoria Square House  
Victoria Square  
Birmingham  
B2 4BP

Telephone: [0121 230 6666](tel:01212306666)

Email: [info@gamblingcommission.gov.uk](mailto:info@gamblingcommission.gov.uk)