

Age UK Complaints Procedure

Age UK recognises that there may be times during your involvement with us when you may wish to raise concerns about problems you have encountered. It is our policy to encourage free communication so that any difficulty can be quickly resolved.

In the first instance, please contact our telephone advisers to discuss your complaint.

It is only in situations where an informal discussion of a complaint or problem has been tried, and has failed to bring about a satisfactory solution, that a more formal complaints procedure should be used.

If you are not satisfied with the initial response you receive, please put your complaint or problem in writing to the Director of Fundraising.

The Director of Fundraising will send an acknowledgement in writing of your complaint within 48 hours of receipt, and begin an investigation.

Every effort will be made to complete this investigation within seven days of receipt. The Director of Fundraising will then contact you with the findings, recommendations and proposed actions.

In the unlikely event of an agreement not being reached between the Director of Fundraising and yourself, your complaint will be forwarded to the Board of Trustees for their intervention.

Only the Director of Fundraising or the Board of Trustees has the authority to agree a resolution, when the formal complaints procedure has been instigated.

If this fails to bring about a resolution, then the complaint will be referred to IBAS (Independent Betting Advisory Service) for arbitration.

Age UK Law and Disorder Policy

- Age UK will only conduct their lotteries with a registered External Lottery Manager.
- Our ELM keeps a record of all tickets that have been distributed.
- Our ELM is able to provide information for any police checks of a Lottery Ticket seller that may be carried out. They are able to provide address details and details of any monies sent in for tickets received.
- Our ELM operates from secure premises, with fire safes in situ, and uses contractors such as Securicor.
- Our ELM processes all entries and handles all monies received for a lottery, however all monies are paid in directly to our own bank account, and banking reports are issued by our ELM on a weekly basis.
- Age UK advises supporters not to sell tickets in the street. This advice appears on the reverse of all tickets.

Age UK Policy on Fair and Open Draws

- All draws are conducted at the ELM's premises in plain sight of staff.
- Draws are conducted at random using either a random number generator or using a blind draw.
- Winners results are published on our website, information is also included in letters sent out to players. Winners information is also available on request.
- Rules are published on websites, on entry forms and the reverse of raffle tickets.
- Printed versions of rules are available on request.
- We have a complaints procedure in place.

Age UK Responsible Gambling/ Problem Gambling Procedure

Age UK has put in place the following procedures to encourage people to gamble responsibly and seek help should gambling become a problem;

The GamCare helpline number and website address is included on all tickets and entry forms for our lotteries. Our website address is included on all tickets.

A page on our website is dedicated to encouraging people to gamble responsibly, and recognise the signs of problem gambling. We also include the GamCare's helpline and website details for people to refer to should they need further help.

There is a restriction in place on the number of ticket books that can be allocated to an individual. The maximum is 5 lottery books per person.

Players can request a self-exclusion from our database for further lottery mailings. Please download the form [here](#).

Players can request the number of books they would like for an individual lottery and also the number of lotteries they would like to participate in on a yearly basis. Through our ELM, Age UK makes a contribution each year to help problem gambling via the Responsible Gambling Trust helpline on 0808 8020 133.

Age UK Players Queries and Complaints Procedure

Telephone complaints

- Initial complaints and queries are dealt with over the telephone by the advisers in the telephone room of our ELM.
- A telephone log sheet is completed at the time of the call, detailing the caller's contact details, details of telephone adviser who took the call, nature of the complaint and how the complaint was resolved.
- The telephone log sheets will be kept on file for 3 years by our ELM.
- If an initial complaint cannot be resolved, the complaint is logged by our ELM and we are notified immediately of the issue and it is taken internally to resolve.
- All general queries will be logged on the log sheets by the ELM and held for future reference.

Written Complaints

- Initial complaints and queries to be responded to within 48 hours of receipt of complaint by the administration team of our ELM.
- All complaints are logged on the complaints log sheet, detailing the individual's contact details, details of the administrator that has dealt with the complaint, the nature of the complaint and what steps were taken to resolve the complaint.
- The complaints log sheets and written complaints will be kept on file at our ELM for 3 years.
- If the initial complaint cannot be resolved by our ELM, the complaint is logged and forwarded immediately to ourselves to be resolved internally.
- All general queries will be logged on the log sheets by the ELM and held for future reference.

Age UK Protection of Children and the Vulnerable

Age UK have taken steps to ensure that our lotteries do not attract young people.

We have the following procedures in place to prevent under age players from participating in any lotteries promoted by ourselves;

- On all data used, it is requested that all persons under 18 years of age are excluded from the list before being supplied for the use of our lotteries.
- Where possible we check our database to ensure persons are above the legal age limit before data is supplied for the use of a lottery.
- The minimum age for play is detailed on the back of all tickets and entry forms produced.
- Any player who provides dishonest information regarding their age automatically forfeits the right to any prize. This fact is also stated on the reverse of all tickets and on all entry forms.
- Any player that is found to be less than 18 years of age will have any monies paid in relation to the lottery returned to them.
- In the event that a request to cease mailing lottery packs is received from a vulnerable person's carer, we would remove their details from our mailing database immediately. If the person has been sent a lottery pack as a result of their details being supplied to us through a cold list, we will give the carer details of how to have that persons details removed from the list owners mailing records as well.

Age UK Gambling responsibly/ Problem Gamblers policy

The majority of people do gamble responsibly. It may help you to keep your gambling under control by remembering the following;

- >You're buying fun, not investing your money
- >Before playing, set strict limits on how much time and money you're going to spend
- >Quit while you're ahead
- >Only gamble with money you can afford to lose
- >Don't spend more money on gambling with the hope to win back money that you have lost
- >Keep up other interests and hobbies – don't let gambling take over your life
- >Don't gamble in order to escape from stress or boredom
- >Gambling in moderation is okay

For some however gambling can become a problem. If you are concerned about the amount you are gambling, and feel it is taking over your life (or you are concerned for a friend or relative) then the following questions may help you, to give you some guidance.

- Have others ever criticised your gambling?
- Have you ever lied to cover up the amount you have gambled or time you have spent doing it?
- Do arguments, frustrations or disappointments make you want to gamble?
- Do you gamble alone for long periods?
- Do you stay away from work or college to gamble?
- Do you gamble to escape from a boring or unhappy life?
- Are you reluctant to spend 'gambling money' on anything else?
- Have you lost interest in your family, friends or pastimes due to gambling?
- After losing, do you feel you must try to win back your losses as soon as possible?
 - When gambling and you run out of money, do you feel lost and in despair, and need to gamble again as soon as possible?
- Do you gamble until your last penny is gone?
- Have you lied, stolen or borrowed just to get money to gamble or to pay gambling debts?
- Do you feel depressed or even suicidal because of your gambling?

If you feel you are answering more 'yes' to the above questions, then it is likely a gambling problem exists. For friendly and helpful advice from trained counsellors call the GamCare helpline on 0845 6000 133. The helpline is open 24 hours a day. Sometimes just telling someone about your problem can be a relief and it is the first step towards dealing with your problem. You can also visit the GamCare website www.gamcare.org.uk for more information and advice.