

## Complaints and Disputes Procedure

The Lottery Complaints and Disputes Procedure is a two-stage process. FONWAA/NWAA will always attempt to resolve all complaints to the complainant's satisfaction in stage 1. However, if a complaint which includes any part of a lottery transaction cannot be resolved satisfactorily between FONWAA/NWAA and the individual complainant, it will be escalated to a dispute and dealt with in stage 2. If any dispute still cannot be resolved to the complainant's satisfaction it may then be referred to the nominated alternative dispute resolution entity IBAS for adjudication.

### Complaints: Stage 1.

FONWAA/NWAA aim to ensure that any issue you may have regarding the lottery is dealt with promptly, efficiently and in confidence.

If you wish to make a complaint of any nature, please contact Paul Partridge, Head of Supporter Engagement & Data Insight, via:

- Tel: 0151 547 7830
- Email: [paul.partridge@nwairambulance.org.uk](mailto:paul.partridge@nwairambulance.org.uk)
- In writing: Head of Supporter Engagement & Data Insight, North West Air Ambulance Charity, North Mersey Business Park, Woodward Road, Knowsley, L33 7UY

We will acknowledge your complaint and carry out a full investigation within 7 working days.

### Disputes: Stage 2.

Any complaints that remain unresolved in stage 1 and relate in some way to any part of the gambling transaction will then be escalated to a dispute and if still not resolved may be referred by the complainant free of charge to the Independent Betting Arbitration Service (IBAS) [www.ibas-uk.com](http://www.ibas-uk.com).

IBAS is the Alternative Dispute Resolution (ADR) entity that FONWAA/NWAA have nominated to make referrals to.

The Independent Betting Adjudication Service (IBAS) acts as an impartial adjudicator regarding gambling disputes that arise between gambling operators and their customers.

- The complainant will be provided with IBAS referral details
- The outcome of IBAS investigations will be reported to the Gambling Commission

IBAS will only consider disputes when every reasonable effort to resolve the issue has been made and the customer has been advised in writing of FONWAA/NWAA's final decision and that they may wish to contact the ADR entity.

IBAS contact details:

[www.ibas-uk.com](http://www.ibas-uk.com).

Independent Betting Adjudication Service

PO Box 62639

London

EC3P 3AS

Tel: 020 7347 5883

Complainants should notify FONWAA/NWAA of their intention to seek ADR from IBAS.