

Complaints Procedure

Handling Process – Sterling ELM

1. Sterling will log any grumbles or complaints in the Complaints Log and upload to Pathway 4 reports on a weekly basis.
2. Sterling will also inform the Lottery Product Officer directly and immediately of any complaint that requires further investigation from North West Air Ambulance (NWAA)/Friends of North West Air Ambulance (FONWAA).
3. NWAA/FONWAA Supporter Services will monitor the Complaints Log each week and transfer each case over to NWAA/FONWAA CRM.
4. Supporter Services will then follow NWAA/FONWAA's Complaints and Disputes Procedure.

Complaints: Stage 1.

NWAA/FONWAA 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 David Briggs, Operations Director, via:

- Tel: 0151 547 7830
- Email: david.briggs@nwairambulance.org.uk
- In writing: Operations Director, 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.

IBAS is the Alternative Dispute Resolution (ADR) entity that NWAA/FONWAA 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 NWAA/FONWAA's final decision and that they may wish to contact the ADR entity.

IBAS contact details: www.ibas-uk.com.

Independent Betting Adjudication Service PO Box 62639

London EC3P 3AS

Tel: 020 7347 5883

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