



**St. Richard's  
Hospice**

CARING FOR LIFE

## **Complaints and Disputes policy**

We recognize that there may be times when our supporters who take part in our raffle may wish to raise concerns about problems they have encountered.

Staff will ensure that supporters are told the correct information of the person to contact in the event of a complaint. All complaints will be brought to the attention of the Fundraising Team.

### **St Richard's Hospice will:**

1. Make this Complaints and Disputes Procedure available to a potential or actual customer ("the customer") via the Hospice's website or upon request.
2. Handle all complaints in accordance with this Complaints and Disputes Procedure
3. Advise the Gambling Commission on the status of all disputes that are referred to the Promoter (see below).

### **Complaints Procedure**

The below procedure will be initiated after the supporter contacts The Fundraising Team 01905 763963.

#### **Stage 1**

1. If you wish to register a complaint or a dispute with us, contact a member of the Fundraising Team on 01905 763963 or email [appeals@strichards.org.uk](mailto:appeals@strichards.org.uk)
2. Any problems or concerns that are brought to St Richard's attention will be formally recorded within the Raffle Complaints Log, initially as an 'incident', for St Richard's future analysis
3. We aim to respond as soon as possible, normally within five days. If the investigation of the complaint is likely to take longer than five days, we will contact you to let you know the proposed timescales and next steps
4. We will contact you to let you know the outcome of your complaint and any actions we have taken as a result of this.

#### **Stage 2**

1. If you are unhappy with the resolution of your complaint, we will escalate the complaint internally to our Fundraising Director Mrs. Tricia Cavell, who will liaise with the Chief Executive, Mr. Mark Jackson to set out a mutually agreeable resolution.
2. The matter will be escalated to a 'dispute', if applicable.
3. You will be sent an acknowledgement of the escalation of your complaint in writing within 48 hours of us receiving it, and an investigation of your complaint will then begin.
4. Every effort will be made to complete this investigation within seven days of receipt.
5. We will then contact you with our findings, recommendations, and proposed actions.



St Richard's Hospice Foundation • Wildwood Drive • Worcester • WR5 2QT  
Telephone: 01905 763963 • Facsimile: 01905 351911  
email: [enquiries@strichards.org.uk](mailto:enquiries@strichards.org.uk) • Website: [www.strichards.org.uk](http://www.strichards.org.uk) • Charity No 515668



St Richard's Hospice is largely dependent on voluntary donations and gifts in Wills



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### Stage 3

1. If you are still not satisfied, we will escalate the matter further to our third arbitrator – the Hospice Lottery Association (HLA)
2. The HLA will consider your complaint in light of legalities, policies and procedures.
3. The conclusions drawn by the HLA are final.
4. A copy of each decision or a note of the outcome of each dispute referred to by the HLA will be provided to the Gambling Commission quarterly by St Richard's Hospice.
5. Hospice Lottery Association  
66-68 Castle Street,  
Edgeley,  
Stockport,  
SK3 9AE.  
<http://www.hospicelotteries.org.uk/>



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