

# Gaming Complaints Policy

## Introduction

WaterAid is an international not-for-profit, determined to make clean water, decent toilets and good hygiene normal for everyone, everywhere within a generation. We could not do this without the commitment and generosity of our supporters. It is therefore essential that all our supporters have a positive experience with us, and that we provide a service of the highest standard. Our supporters make change happen in many valuable ways, including by participating in the WaterAid Raffle and Postcode Lottery.

WaterAid currently holds a remote lottery licence and a non-remote lottery license as granted by the Gambling Commission under account number 4628. Under these licences we operate the WaterAid Raffle and the Postcode Lottery.

The WaterAid Raffle is managed by our External Lottery Manager's (ELM) CFP Lottery and Raffles Ltd (CFP) and Mosaic Fullfillment Solutions (MFS). and the Postcode Lottery is managed and marketed by our ELM the People's Postcode Lottery (PPL).

## WaterAid's approach to complaints

For the purposes of this process a complaint is an expression of dissatisfaction by a player about the way WaterAid, or WaterAid's ELM's, conduct their licensed activities.

## Complaints made directly to WaterAid

WaterAid's Complaints Policy can be found at <https://www.wateraid.org/uk/publications/wateraid-complaints-policy>

As per our Complaints Policy, complaints can be made directly to WaterAid regarding the Raffle or Postcode Lottery by email, telephone or post.

Once we have received your complaint, we will arrange for it to be fully investigated and you will receive an acknowledgment in writing within three working days. If your complaint is a little more complicated and needs to be explored further, you will receive an initial acknowledgement and then a full response within ten working days.

We will always do our utmost to fully resolve every complaint, and we welcome the opportunity to discuss your concerns in order to help us arrive at a satisfactory outcome.

## Alternative Dispute Resolution

A dispute is defined as those complaints that are about the player's gambling transaction (including management of the transaction) and have not been resolved at by following WaterAid's Complaints Policy as outlined above.

If you are not satisfied and we have been unable to find a resolution to your complaint within 8 weeks (from the date we received your initial complaint), we will send you a letter advising you that we will be referring your dispute to The Independent Adjudication Service (IBAS) ([www.ibas-uk.com](http://www.ibas-uk.com)).

The Independent Betting Adjudication Service (IBAS) acts as an impartial adjudicator on disputes that arise between betting / gambling operators own internal dispute procedures and if a resolution cannot be found.

IBAS can be contacted at [www.ibas-uk.com](http://www.ibas-uk.com) or via telephone on +44 (0) 207 347 5883 or via post at IBAS, PO Box 62639, London EC3P 3AS.

### The WaterAid Raffle

WaterAid's Supporter Care team will respond directly to any complaints regarding the WaterAid Raffle as per WaterAid's standard complaints policy (linked above).

Should the ELM's, CFP or MFS, receive any complaints about the raffle directly, they will forward them on to WaterAid for investigation and WaterAid will respond directly to the complainant. CFP and MFS have committed to fully support and facilitate WaterAid in any complaint investigation.

### The People's Postcode Lottery

PPL manage complaints which are made directly to them as per their complaints policy which can be found at <https://www.postcode-lottery.co.uk/about-us/faq/how-does-peoples-postcode-lottery-handle-complaints>.

If you are not satisfied with the response you have had from PPL regarding a complaint you can contact WaterAid directly by emailing [supportercare@wateraid.org](mailto:supportercare@wateraid.org) or calling our Supporter Care team on 020 7793 4594.