



Complaints and Disputes Procedure

If you have a complaint we will investigate the complaint in accordance with this Complaints and Disputes Procedure:

In the event that a member has encountered a problem or has a concern to raise in respect of our HELP appeal Lottery, Superdraw or raffle please contact the office on 01922 220555 or by post to:

The County Air Ambulance Trust, PO Box 999, Green Lane, Walsall, WS2 7YX

Telephone Complaint - Stage 1

When a complaint is received we will forward it to the Lottery Office in the first instance and will ensure that the nature of the complaint is formally recorded and documented. We will take the following information:

- Your name
- Telephone number
- Email address
- Postal address
- The date, nature and a brief outline of the complaint

We will explain that your complaint or concerns will be passed onto the responsible person in the lottery administration team for their urgent attention and that they will contact you personally to investigate the complaint or dispute.

Contact will normally be made within 24 working hours. We will attempt to deal with your problem or concern over the telephone where possible. If this is not possible, the responsible person will explain to you what investigations and actions will take place relating to your concerns and that we will formally respond to you with the outcome and actions taken within 10 working days of the problem being raised.

You will be asked if you are happy with what is suggested and also that you understand the procedure. If necessary, the responsible person will assure you that your personal details will not be revealed – this is sometimes necessary if a complaint is received about a member of the canvassing team.

Once the responsible person has established the facts concerning the complaint or concern you will be contacted and informed of the results of the enquiry and what actions have been taken.

All complaints are logged onto the complaints register and what steps have been taken to resolve the complaint.

Written Complaint - Stage 1

Written complaints should include the following information:

- Nature of the complaint
- Date that the incident happened
- People you have previously contacted
- What you would like us to do to put things right

We will send a written acknowledgment of the complaint within 48 Hours of receipt and begin an investigation. All details will be entered onto our internal complaints register at this point.

From the date of acknowledgement, every effort will be made to complete our enquiries and resolve the complaint to your satisfaction within 10 working days of this acknowledgment being sent. During this time, we will complete our investigations and respond formally in writing to you giving details of the outcome to our investigation.

All complaints are logged onto the complaints register and what steps have been taken to resolve the complaint.

All Complaints – Stage 2

If after Stage 1 you feel that our outcome and resolution has not reasonably met your expectations, we request that you put your complaint in writing to:

Carol Follos
Trust Administrator
County Air Ambulance Trust Limited
PO Box 999
Green Lane
Walsall
WS2 7YX

All Complaints – Stage 3

If after Stage 2 you still feel that our outcomes and resolutions have not reasonably met your expectations, we request that you forward your complaint in writing to:

Chief Executive
County Air Ambulance Trust Limited
PO Box 999
Green Lane
Walsall
WS2 7YX

We will acknowledge receipt within 48 hours and log all details onto the Complaints Register. The complaint and outcomes will then be further reviewed and a formal response will be made in writing within 10 working days of acknowledgement.

In the unlikely event that you feel a satisfactory resolution has not been achieved or cannot be resolved by the lottery team, the Promoter or chief executive then the matter can be referred by either party to IBAS (Independent Betting and Adjudication Service) for arbitration at no cost to the complainant.

Independent Betting and Adjudication Service
PO Box 62639
London
EC3P 3AS

Telephone: 020 7347 5883
Fax: 020 7347 5882
Email: adjudication@ibas-uk.co.uk

A copy of this complaints procedure is available to all customers on request or can be downloaded from our website www.helpappeal.org.uk

The complaint will be kept on the Complaints Register for 3 years.



HELP Appeal
Helicopter Emergency Landing Pads



Complaints and Disputes Form

Date	
Name	
Telephone	
Address	
Name of canvasser (if known)	
Nature of complaint	
How would you like to see your complaint resolved?	
Date	
Signature	
INTERNAL USE ONLY	
Acknowledgement	
Investigation	
Response	
Action Taken	
Date Completed	

The Operating Licence details are:

Non-remote: 000-032559-N-314608-007

Ancillary Remote: 000-032559-A-316991-005

Responsible Person: Robert Bertram

Promoter: County Air Ambulance Trust Limited,
T/A HELP Appeal Lottery
PO BOX 999
Green Lane
Walsall, WS2 7YX

Telephone: 0800 389 8999

Registered Charity: England and Wales (1057063) Scotland (SCO45963)

The sole charitable beneficiary of the lottery is the HELP Appeal which will receive all of the proceeds after the deduction of the expenses of running the lottery, including the cost of the prizes.