

Sue Ryder Lottery Complaints Procedure

Our promise to you

Our supporters are incredibly important to us. Without your help, Sue Ryder simply wouldn't be able to help the people who need us – or to carry on providing and developing the services that so many depend on.

The fundraising team is here to raise money to fund the work we do – but we can't do it without you. You support us in all kinds of valuable ways – whether it's giving up your time, donating money, goods or services, campaigning, or spreading the word about what we do. However you decide to help, we'll always respect your rights and your choices. We've drawn up eight pledges, so you can be clear on what you can expect from us.

Our eight pledges:

1. We'll tell you why we need your support, but we understand that it's your choice whether to give money or help us in other ways.
2. We'll let you select the way you'd prefer us to keep in touch, and we'll respect your choice.
3. We'll check regularly to see if you're still happy with choices you made when we last asked.
4. We'll protect the information you give us and comply with the law around personal data.
5. Sometimes we use external suppliers to help us. We'll always hold them to account and make sure they behave appropriately.
6. We'll make sure that anyone who represents us is aware of how to recognise someone who may be a vulnerable, and sticks to the policies we've put in place to safeguard them.
7. We'll comply with current regulations and best practice set out by regulatory bodies such as the Charity Commission, the Institute of Fundraising and the Fundraising Standards Board.
8. We'll ask you to tell us when something goes wrong.

What to do if something goes wrong

It's very important to us that anyone who represents Sue Ryder behaves appropriately. That means they should be polite, respectful and aware that anyone can be in a vulnerable situation – even if it's not immediately apparent. It also means that nobody should be pressurised, or made to feel guilty for not supporting us. We need to know if someone is behaving in a way that doesn't reflect these values.

Please let us know:

- If you feel that someone representing Sue Ryder has behaved inappropriately.
- If you think that someone who may be in a vulnerable position has been contacted by Sue Ryder.
- If you, or someone you know, feel they are receiving too many communications from charities and are finding this difficult to cope with.
- If you are unhappy in any way with our Lottery.

Please let us know about these, or any other concerns. Your feedback is very valuable to us and we will give every comment, however big or small, our serious consideration.

Call: 0845 050 1953

Email: supportercare@sueryder.org.uk

**Write: Supporter Care, Sue Ryder, First Floor, 16 Upper Woburn Place,
London WC1H 0AF**

Issues of concern to our members can usually be resolved by talking them through with one of our telephonists. A telephone log sheet is completed at the same time of the call, detailing the callers contact details, who took the call, nature of the complaint and how the complaint was resolved. However, we recognise that sometimes this may not be appropriate, or you may feel your concerns have not been properly addressed after talking them through with us.

We actively encourage our members to use our Complaints Procedure so that issues and concerns can be raised with management and addressed appropriately. This publication explains how the Complaints Procedure works, what you need to do and what you can expect. There are two levels – head of department and senior management.

Head of Department Level (1st level)

If we haven't reasonably met your expectations or you wish to make a complaint relating to services or facilities provided by one of our staff you should write or e-mail in the first instance to the **Lottery Manager** at the above address.

In expressing concerns it is helpful to include all relevant details such as nature of complaint, date, people contacted and the other circumstances relating to your complaint. This helps us to quickly and fully understand the nature of your complaint and begin our investigations.

Once we have received your complaint the head of department or one of his/her colleagues will acknowledge receipt of your letter in writing within 48 hours and you can normally expect a full written response within 10 working days of this acknowledgement. Our aim is to resolve the complaint to your complete satisfaction at this level.

Senior Management Level (2nd level)

If, after receiving our response at the 1st level you feel that your concerns have not been fully addressed you can ask for your complaint to be referred to the **Head of Individual Giving** at the above address.

You can normally expect a full written response to your complaint within 10 working days of our acknowledgement of the complaint reaching the 2nd level. It may be necessary for additional information to be sought from an external source. When this is necessary and we feel it may not be possible to respond to your complaint within 10 working days we will contact you again. We will explain our reasons for asking for a time extension and seek your approval.

Arbitration

If a satisfactory resolution can not be reached then the matter can be referred to an alternative dispute resolution (ADR) entity. We use IBAS (Independent Betting Adjudication Service) for this purpose – www.ibas-uk.com

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