

RULES

North Devon Hospice Terms and Conditions

North Devon Hospice Lottery is a member of the Lotteries Council and the Hospice Lotteries Association. All three organisations are committed to using lotteries to fundraise responsibly and work together to encourage responsible gambling and access to support if needed.

North Devon Hospice Lottery is licensed and regulated by the Gambling Commission under the Gambling Act 2005, license number 000-005039-N-308878-005 and promoted by North Devon Hospice. North Devon Hospice is a company limited by guarantee (No. 1696150) and registered charity (No.286554). Terms and conditions apply to the North Devon Hospice Lottery. North Devon Hospice Lottery wishes to conduct its lottery in a fair and socially responsible way.

1: Entry: Participation costs £1 per entry. The prizes are open to players with no geographical boundaries to affect entry.

2: Number of Entries Allowed: Participation in the draw is subject to a registered maximum of £100 (100 entries) per person

3: How to Enter: Please visit: northdevonhospice.org.uk

4: Date and Time: The competition will run from Monday 2nd September 2024 and closes on Saturday 22nd February 2025 at 3pm. The draw takes place on Saturday 22nd February 2025 at 3pm in Tesco, Rose Lane, Barnstaple.

5: Prizes: There will be 2 prizes consisting of the following:

1st place: £2500 cash prize

2nd place: £500 cash prize

6: Entry Restrictions: Entrants must be 18 years of age or older.

7: Independence of the Draw: The draw is managed by North Devon Hospice and the winner will be drawn at random using a physical raffle drum.

8: Winner Notifications: The winners will be notified on Saturday 22nd February 2025.

9: Publicity and Winners Details: Notification of the winner will be made available from the North Devon Hospice upon request. Full names will not be used.

10: Promoters Name and Address: The Responsible Person is Ms. Samantha Husband. The registered address is North Devon Hospice, Deer Park, Newport, Barnstaple, EX32 0HU. The telephone number is 01271 344248 and registered charity number 286554. The Gambling Commission License Number is 000-005039- N-308878-005. The Charity reserves the right to make changes to these rules and will publish any changes 28 days in advance on the charity website, as required by law.

11: Disclaimers:

a: All entries will be added to the North Devon Hospice database unless the member opts out.

b: The North Devon Hospice reserves the right to stop the competition at any time by notifying all registered players and refunding payments.

12: Retention of Terms and Conditions: The office terms and conditions are available upon request by calling North Devon Hospice on 01271 347000 or visiting the website. If printed, this is no longer a controlled document.

13: Data Protection: In line with GDPR, North Devon Hospice will only process the personal data you have provided to administer the draw. Opting out of receiving more information will mean your details will not be used in communication from the North Devon Hospice database including fundraising events.

14: Complaints and Disputes Procedure: In the event that a customer has encountered a problem or has a concern to raise in respect of the lottery, then the charity advises the customer to contact the office on 01271 344248 or by post to:

Fundraising Administration
North Devon Hospice
Deer Park
Newport
Barnstaple
EX32 0HU

Complaints Stage 1: Telephone

North Devon Hospice Lottery will ensure all complaints are recorded and documented. At the point of which a complaint is received we will take the following information:

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

The complaint receiver will explain that your complaint or concerns will be passed onto the responsible person or other suitably appointed person, for their urgent attention and that they will contact you personally to investigate the complaint or dispute.

Contact will normally be made within 48 working hours. The charity will take time to listen to you and take a more detailed description of the complaint or dispute. We will attempt to deal with your problem or concern over the telephone where possible. If this is not possible, the responsible person or other suitable appointed will explain to you what investigations and actions will take place relating to their concerns and that we will formally respond to you with the outcome and actions taken within 10 working days of the problem or concern 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 or other suitably appointed person will assure you that your personal details will not be revealed. Revealing your details is sometimes necessary if a complaint is received about a member of the canvassing or fundraising teams.

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

All complaints are logged on the complaints log sheet, detailing the individual's contact details, details of the administrator that has dealt with the complaint, the nature of the complaint and what steps were taken to resolve the complaint.

Complaint Stage 1: Written

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 issue a written acknowledgement of the complaint within 48 hours of receipt. All details will be entered onto our internal complaints log at this point.

From the date of acknowledgement, we will aim to complete our enquiries and resolve the complaint to your satisfaction within 10 working days. During this time, we will complete our investigations and respond formally in writing to you, giving details of the outcomes to our investigation.

All complaints are logged on the complaints log sheet, detailing the individual's contact details, details of the administrator that has dealt with the complaint, the nature of the complaint and what steps were taken to resolve the complaint.

Complaints Stage 2: Written

If after Stage 1 you feel that our outcomes and resolutions have not reasonably met your expectations, we request that you put your complaint in writing to:

The Fundraising Manager
North Devon Hospice
Deer Park
Newport
Barnstaple
EX32 0HU

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

Complaints Stage 3: Written

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:

The Chief Executive
North Devon Hospice
Deer Park
Newport
Barnstaple
EX32 0HU

We will acknowledge receipt within 5 working days and log all details onto the complaints log. The complaint and outcomes will then be further reviewed and a formal response will be made in writing within 10 working days of acknowledgement.

Complaints Stage 4: Written

If after Stage 3 you feel that our outcomes and resolutions have still not reasonably met your expectations, we request that you forward your complaint in writing to:

The Board of Trustees
North Devon Hospice
Deer Park

Newport
Barnstaple
EX32 0HU

We will acknowledge receipt within 5 working days and log all details onto the complaints log. The complaint and outcomes will then be further reviewed and a final formal response will be made in writing within 28 working days of acknowledgement.

Complaints Stage 5: Written

In the event that after Stage 4 a written complaint cannot be resolved by the fundraising team or representatives of North Devon Hospice; North Devon Hospice will provide free third party arbitration via IBAS.

Independent Betting and Adjudication Service
PO Box 62639
London
EC3P 3AS
Telephone: 020 7347 5883
Fax: 202 7347 5882
Email: adjudication@ibas-uk.co.uk

A copy of this complaints procedure is available to all customers on request. Any complaints or disputes that are not resolved by this complaints procedure are referred to the Independent Betting and Adjudication Service. The complaints log sheets and written complaints will be kept on file for 3 years.