

## Martin House – Raffles

### Complaints Policy

Any complaints relating to Martin House Raffles should be sent in writing or by email to the Individual Giving Manager, giving full details of the complaint and including any supporting documentation.

(A) All complainants will be offered written acknowledgement of their complaint within 3 working days. This letter or email will detail the complaints process.

(b) Once the investigation has been completed, a letter/email/phone call will be issued within 3 working days outlining the findings and the proposed action to be taken.

Should the resolution not be accepted the complainant is advised to raise their complaint with the Director of Income Generation, giving full details of the complaint and including any supporting documentation.

(A) All complainants will be offered written acknowledgement of their complaint.

8.2 The promoter's decisions made pursuant to the Rules shall be final and binding, if you are not satisfied by these rulings you are able to raise this further with the IBAS.

### Details for Submitting a complaint

If you have a complaint about anything concerning our Raffle then, **in the first instance**, please contact the Individual Giving Manager either by email or in writing:

- **The individual Giving Manager**, Martin House, Grove Road, Clifford, West Yorkshire, LS23 6TX
- [raffle@martinhouse.org.uk](mailto:raffle@martinhouse.org.uk)

If you then feel that your complaint has not been dealt with satisfactorily, please contact the director of income generation in writing:

**Director of Income Generation**, Martin House, Grove Road, Clifford, West Yorkshire, LS23 6TX

**All complaints will be stored for 7 Years.**

**Martin House is registered with IBAS, an independent arbitration service. If the Director of income generation has not been able to resolve your complaint to your satisfaction, you have the right to refer your dispute to IBAS by completing their online form [www.ibas-uk.co.uk](http://www.ibas-uk.co.uk)**