



Community Game Raffle Complaints Procedure

All complaints should be sent by email to info@rlcares.org.uk detailing the following information:

- Your name
- Telephone number
- Mobile number
- Email address
- Details of the complaint

Alternatively please call: 0844 477 7113 (option 4).

1st Complaint

- To be handled by staff member on duty.
- You will be sent a response within 7 days and we aim to have the matter completely resolved with 14 days.
- If you are not satisfied with the outcome of the complaint, you can submit a second complaint.

2nd Complaint

- To be handled by raffle manager.
- You will be sent a response within 3 days, and we aim to have the matter completely resolved within 7 days.
- If you are not satisfied with the outcome of the complaint, you can escalate to an independent party who will adjudicate.

3rd Complaint

- To be handled by a responsible third party.
- The complaint will be directly managed until a satisfactory resolution is reached by all parties.

