

Complaints Procedure

Your feedback is important to us

At Your School Lottery, we always aim to provide the highest possible standards of service. If you feel at any time that the service you have received is below the expected level, then we would like to hear from you. Please find details of our complaints procedure below:

You can contact Gatherwell Ltd, the operators of Your School Lottery, directly via the following methods:

By email

complaints@yourschoollottery.co.uk

By post





Your School Lottery
Gatherwell Ltd
Po Box 888
Oxford
OX1 9PS

We aim to respond to all written complaints within five working days of receipt.

By phone

Please call us on: **01865 58 28 28**

social...

-  Find us on Twitter
-  Find us on Facebook
-  Send us an email
-  Give us a call (01865 582828)

responsibility...

Your School Lottery are committed to making sure our customers gamble responsibly. If you need to talk to someone about your gambling please contact:



In the unlikely event that you feel your complaint has not been resolved to your satisfaction; you can request that it be escalated to a Senior Manager for review. We aim to respond to escalated complaints within 10 working days.

As a final stage, we offer a process of Alternative Dispute Resolution (ADR) through an independent arbiter. All costs associated to this process are paid for by Gatherwell Ltd.

The nominated independent ADR is:


Independent Betting Adjudication Service
PO Box 62639
London
EC3P 3AS

Gatherwell Ltd is the operator of Your School Lottery and we are regulated by the Gambling Commission Licence Number 000-036893-R-317859-001.

If you feel that we have not dealt with your complaint properly or that we have not followed our own published complaints procedure, you can complain to the Gambling Commission about our failure to operate a proper complaints process.

The Gambling Commission is a regulator and not a complaint handling body and they will not investigate the facts of your complaint, nor will they alter the decision that we have made in our internal complaints process. The Commission reviews whether we have adhered to the terms of our operating licence. It does not investigate consumer complaints, rule on prize disputes, pay compensation or provide legal advice.

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The contact details of the Commission are as follows:

Consumer Protection
Gambling Commission
4th Floor
Victoria Square House
Victoria Square
Birmingham
B2 4BP
Telephone: 0121 230 6666
Email: consumerprotection@gamblingcommission.gov.uk

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