## Flight for Life Lottery – Complaints and Alternative Dispute Resolution Policy

1. If a complaint is received regarding the Flight for Life Lottery Limited (FFLL) or Raffle, it will be acknowledged by the Lottery Manager within 5 working days of receipt who will respond within 14 working days.

2. The Flight for Life Lottery Ltd can reply via the method of receiving the complaints eg. letter, email, telephone call.

3. If the complaint is not resolved to the customer's satisfaction within 8 weeks, the Lottery Promoter will acknowledge the complaint and provide the customer with details of how to refer the matter to IBAS, our Alternative Dispute Resolution entity.

4. The FFLL is committed to ensuring that if a dispute is not able to be resolved, an Alternative Dispute Resolution (ADR) is in place in line with the Gambling Commission's regulations to comply with the Licence Conditions and Codes of Practice (LCCP) and The Alternative Dispute Resolution Regulations – Guidance for Business.

5. In the event of any dispute occurring regarding the outcome of our lottery draws, or the awarding of prizes which cannot be resolved in discussion with FFLL, players may contact Independent Betting Adjudication Service (IBAS) who will request statements and supporting evidence from both parties before publishing a binding adjudication. The service is available free of charge to participants in our draws.

6. The IBAS website (www.ibas-uk.co.uk) contains information about their service, including the opportunity to complete a dispute resolution form online. Alternatively they can be contacted by post (IBAS, PO Box 62639, London, EC3P 3AS) or telephone: 020 7347 5883.

7. All complaints will be logged and filed.

8. All unresolved complaints will be noted on the Gambling Commission annual regulatory return.

9. All information and records relating to disputes will be recorded by FFLL and retained for a minimum of 12 months.

10. Any dispute relating to an ADR entity will be reported to the Gambling Commission and include information on the dispute itself and the outcome.