

MyRaffles365 – Complaints

Version 8 – reviewed and updated 19th October 2017

In the event of a draw not taking place due to unforeseen circumstances, it will take place at the next earliest convenient time and monies honoured.

We are committed to supporting a responsible gaming environment and providing you with the best possible customer service at all times. However, we recognise that there may be an instance when something goes wrong or when a customer may wish to complain.

We take complaints seriously and endeavour to solve any problem in a prompt and fair manner. If you find that you have cause to complain about your experience with us, please follow our complaints procedure below:

- **Firstly, use our system's Contact Support email.** Administrators are ready to assist you in resolving any issue. On the home page of our MyRaffles365 Site there is a Contact Support Section. Your message will be relayed to our team and a reply sent to your email address, which we hope will resolve your issue.
- **Secondly**, if you are still unable to find a resolution to the issue, then please contact the team in writing and send your complaint to:

Email: admin@myraffles365.co.uk or enquiries@lotterysolutions.co.uk

MyRaffles365 Complaints Department
c/o Lottery Solutions
Ribble Court, Mead Way
Padiham, Lancs
BB12 7NG

Your complaint may be passed on to Total Gaming Solutions Ltd who provide consultancy advice to the lottery and prize draw owners on our system. We aim to support all players in the MyRaffles365 site to the best of our ability and will assist you following through your issue. **Finally**, if a complaint is still not resolved to your satisfaction after following our complaints procedure you may refer the matter to:

THE INDEPENDENT BETTING ADJUDICATION SERVICE (IBAS)
PO BOX 62639
LONDON
EC3P 3AS Tel: 020 7347 5883
Email: adjudication@ibas-uk.co.uk

IBAS will provide you with an independent, impartial and confidential service.

It is a criminal offence to play in any Lottery if you are under 16 years. Prize Draws are open to those aged 18 and over. All advance paying customers funds are protected.

If you feel we have not provided you with sufficient information for you to make an informed decision – please let us know, and we will do our best to rectify the situation.

www.gamblingcommission.gov.uk
www.ibas-uk.com

www.begambleaware.org
www.gamcare.org.uk