



Lottery Complaints

We take all complaints seriously and deal with them as soon as we possibly can.

Any complaint or dispute related to lotteries promoted by The Shakespeare Hospice and operated by Unity Lottery will be viewed in a positive manner and used as a means by which the lottery based products and processes may be improved and developed.

Fundraising complaints & disputes procedure (lotteries)

Your views are important to us and we take every complaint seriously and endeavour to resolve the complaint or dispute in a transparent, open and constructive manner.

This lottery-related procedure is additional to [The Shakespeare Hospice Complaints Procedure](#) on our 'contact us' website page. Any complaint or dispute related to lotteries promoted by The Shakespeare Hospice and operated by Unity Lottery will be viewed in a positive manner and used as a means by which the lottery based products and processes may be improved and developed.

We promise to take all complaints seriously, and to deal with them in a timely manner. If you want to make a complaint about the lottery please contact:

Unity Lottery:

Email: info@unitylottery.co.uk

Phone: 0370 050 9240

Or contact:

The Shakespeare Hospice:

Email: fundraising@theshakespearehospice.org.uk

Phone: 01789 266852

Taking your dispute outside The Shakespeare Hospice

If you feel our resolution of your complaint is inadequate, you can refer the dispute for alternative dispute resolution (ADR). This is a free service.

Contact:

The Independent Betting Adjudication Service Ltd (IBAS)

PO Box 62639

London EC3P 3AS

You can call IBAS on 020 7347 5883