

The Charity Weekly Lottery Policies

Introduction

The Charity is committed to ensuring that the lottery is operated in a secure, fair and socially responsible way and to endorsing responsible gambling amongst its members.

The Gambling Commission regulates gambling in the public interest.

The regulatory framework introduced by the Gambling Act 2005 is based on three licensing objectives:

Preventing gambling from being a source of crime and disorder

When an individual joins the lottery we will check that:

The individual is aged 16 or over.

The individual is resident in the UK.

The Charity retains the right to cancel any membership should they suspect criminal activity.

The Charity may limit the maximum number of entries to £20 per person per week.

The Charity will ensure their staff and agents are trained to detect and also how to report potential money laundering threats. They are all issued with Proceeds of Crime Act 2002 leaflet and examples of money laundering.

Ensuring that gambling is conducted in a fair and open way.

The Charity will ensure that:

Players have access to clear information on matters such as the rules of the lottery, the prizes that are available and the chances of winning are equal to all participants.

The rules are fair.

Any advertising and promotional material is clear and not misleading.
The results are made public.

Protecting children and other vulnerable persons from being harmed or exploited by gambling.

The Charity will use its best endeavours to address the following issues:

1. Age Verification Policy

It is an offence for persons under the age of 16 to play the lottery.

The Charity will ensure our staff and agents are trained to be aware of their responsibilities for preventing underage gambling and for returning stakes and not paying prizes to underage customers.

Where lottery tickets are sold face to face, if it appears that the potential customer might be underage, our staff ask for proof of identity, establishing that the person is aged 16 and over before selling the lottery ticket to them.

Examples of acceptable identification for age verification purposes include:

- Passport
- Driving Licence
- Official Student Card

2. Protecting vulnerable persons

The Charity will ensure their staff and agents are trained to detect vulnerability in potential customers and politely decline offers of support from such individuals. People particularly at risk include the elderly, mentally disabled and those under the influence of drugs or alcohol.

3. Gambling Limits

The Charity may impose limits on the value of entries into a lottery that can be purchased by an individual to £20 per week.

If our staff have a concern that a customer's behaviour (signified, for example, by a sharp increase in their expenditure on lottery tickets or chances) may indicate problem gambling, they will have been trained to report the matter to the responsible person or other suitable appointed person for the lottery.

The customer will be called with the intention of discussing the matter and be advised of the help that is available for problem gamblers. In severe cases, consideration may be given to barring the customer from participating in the lottery.

4. Self-exclusion

The Charity will take all reasonable steps to refuse service or to otherwise prevent an individual who has entered a self-exclusion agreement from participating in gambling. A customer who has made contact to request self-exclusion will be refused service and prevented from gambling with any lottery administered by The Charity.

A request for self-exclusion will be available with immediate effect and with no "cooling off" period.

During this period we will take all reasonable steps to ensure that the individual does not try to play any lotteries administered by The Charity and prevent any marketing material being sent to them.

Within two days of having received the completed self-exclusion notification, we will remove the name and details of a self-excluded person from any marketing databases and flag them as an individual to whom marketing material must not be sent.

An individual when requesting self-exclusion will be informed of the self-exclusion process and implications and will be provided information on gambling support agencies. The main agencies are:

www.gamcare.org.uk - telephone 0808 8020 133 or www.gambleaware.org.uk

The individual's lottery account will be closed. Any balances outstanding on that account will be refunded. Where an individual has paid by cheque, the amount from the last draw they were entered into, to the end date of their subscription will be refunded by cheque within 10 working days. Where an individual pays by Direct Debit/Standing Order, they will have to contact their bank directly to cancel the Direct Debit/ Standing Order and we will refund them by cheque each month until such time as the instruction has been cancelled. Where the individual pays by Direct Debit we will cancel the Direct Debit and refund any unused credit on the ticket(s).

During the period of self-exclusion, they will not be entered into any charity lottery draw promoted by The Charity, even if the individual has failed to cancel their Instruction.

After the self-exclusion period ends, if the individual wishes to recommence participating in any of the lotteries promoted by us, he/she must request in writing that they wish to be removed from the self-exclusion register. Once we receive this letter the individual will be given one day to 'cool off' before being given the opportunity to recommence participation in the lottery.

In effect, the individual must be the one to take positive action to gamble again. No contact will be made by the charity unless the individual initiates contact.

5. Complaints and Disputes Procedure

The Charity will ensure all complaints are recorded and documented. At the point of which a complaint is received, the customer's name, telephone number, email address and address should be asked for. Also, a brief outline of the nature of the complaint should be established. The complaint receiver then explains that their complaint or concerns will be passed onto the responsible person or other suitably appointed person, for their urgent attention and that they will contact them personally to investigate the complaint or dispute.

Contact will normally be made with the customer immediately or within one working day. The Charity will take time to listen to the customer and take a more detailed description of the complaint or dispute. The responsible person or other suitably appointed person will explain to the customer what investigations and actions will take place in response to their concerns.

They will be asked if they are happy with what is suggested and also if they have understood the complaints procedure. This dialogue will be documented. If requested or appropriate, the responsible person or other suitably appointed person will assure the customer that their personnel details will not be revealed – this is sometimes necessary if a complaint is received about a member of the canvassing or fundraising teams.

Once the responsible person or other suitably appointed person has established the facts concerning the complaint or dispute the customer will be contacted to be informed of the results of the enquiry and what actions have been taken. All complaints and disputes are logged and filed electronically at the lottery office.

A copy of this complaints procedure is available to all customers on request. Any complaints or disputes that are not resolved by this complaints procedure are referred to the Independent Betting and Adjudication Service.

Independent Betting and Adjudication Service
PO Box 62639
London
EC3P 3AS
Telephone: 020 7347 5883
Fax: 202 7347 5882
Email: adjudication@ibas-uk.co.uk

6. Written Complaint

Initial complaints and queries will be responded to within 48 hours of receipt of the complaint by the lottery administration team.

All complaints are logged on the complaints log sheet, detailing the individual's contact details, name of the administrator that has dealt with the complaint, the nature of the complaint and the steps that were taken to resolve the complaint.

The complaints log sheets and written complaints will be kept on file for 3 years.

Where a written complaint cannot be resolved by the lottery team or representatives of The Charity we will provide third party arbitration via IBAS at no cost to the complainant.

The Charity 'Responsible Gambling Guide'

Website: www.gamblingcommission.gov.uk.

Promoter and Responsible person: Lynn Hitchen, Alder Hey Children's Charity, Eaton Road, West Derby, Liverpool, L12 2AP

Registered Charity No. 1160661

Our Commitment towards Responsible Gambling: The Charity is committed to ensuring that information about how to gamble responsibly and how to access information or help with problem gambling is readily available to all.

Keeping Your Gambling Under Control:

The majority of people do gamble responsibly and gambling in moderation is acceptable, but it may help to keep your gambling under control by:

Remembering that you are taking part for fun and not as a means of investing your money;

Setting strict limits on how much time and money you're going to spend, before playing;

Quitting while you're ahead;

Only gambling with money that you can afford to lose;

Not spending more money on gambling in the hope that you will win back any money that you have already lost;

Keeping up other interests and hobbies and not letting gambling take over your life;

Not to gamble in order to escape from stress or boredom.

How To Identify That Gambling Is Becoming A Problem:

For some people, however, gambling can become a problem.

If you are concerned about the amount you are gambling and feel it is taking over your life, then asking yourself the following questions may help you assess whether or not gambling is becoming a problem:

Have others ever criticised your gambling?

Have you lied to cover up the amount you have gambled or the time you have spent doing it?

Do arguments, frustrations or disappointments make you want to gamble?

Do you gamble alone for long periods?

Do you stay away from work or college to gamble?

Do you gamble to escape from a boring or unhappy life?

Are you reluctant to spend 'gambling money' on anything else?

Have you lost interest in your family, friends or pastimes due to gambling?

After losing, do you feel you must try to win back your losses as soon as possible?

When gambling and you run out of money, do you feel lost, in despair and need to gamble again as soon as possible?

Do you gamble until your last penny is gone?

Have you lied, stolen or borrowed just to get money to gamble or to pay gambling debts?

Do you feel depressed or even suicidal because of your gambling?

If 'yes' is the answer to some of these questions, then it is likely that a gambling problem exists.

You may also wish to consider whether a friend or relative might have a gambling problem?

How To Get More Information And Help About Problem Gambling:

For friendly and helpful advice from trained counsellors, call **GamCare to speak to an advisor on Freephone 0808 8020 133**.

The helpline operates between 8am and midnight, 7 days a week, 365 days a year – and calls outside of these hours will be taken by a recorded message service.

Sometimes just telling someone about your problem can be a relief - and it is the first step towards dealing with your problem.

You can also visit the GamCare website at www.gamcare.org.uk for more information and advice.

The Charity Lotteries Self-Exclusion Form

Self-exclusion procedures require individuals to take positive action in order to self-exclude.

This can be as simple as a signature on a self-exclusion form which is available on our website or requested from The Charity.