

Alder Hey Children's Charity Responsible Gambling Policies

Introduction

The Charity is committed to ensuring that the raffle 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 enters the raffle, we will check that:

- The individual is aged 18 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 will ensure their staff and representatives 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 raffle, 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

Players must be 18 and over to play the raffle.

The Charity will ensure our staff are trained to be aware of their responsibilities for preventing underage gambling and for returning stakes and not paying prizes to underage customers. Where raffle 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 18 and over before selling the raffle 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 its staff and representatives 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

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

raffle The customer will be called to discuss the matter, including the help that is available for problem gamblers.

In severe cases, consideration may be given to barring the customer from participating in the raffle.

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 raffle or 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 and play any raffles or lotteries administered by The Charity and to prevent any marketing material being sent to them.

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

An individual when requesting self-exclusion will be informed as to what self-exclusion is and will be provided information on gambling support agencies. The main being: www.gamcare.org.uk or telephone 0808 8020 133

The individual's raffle tickets will be cancelled. Any balances outstanding on that account will be refunded. Where an individual has paid by cheque, the amount will be refunded by cheque within 10 working days. Where the individual pays by Direct Debit we will cancel the Direct Debit and refund any unused credit on the raffle ticket(s).

During the period of self-exclusion, they will not be entered into any charity raffle or 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 raffles or 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 raffle or lottery.

The individual must be the one to take positive action to gamble again and no contact will be made by the charity until contact has been made by that individual.

5. Complaints and Disputes Procedure

In the event that a customer has encountered a problem or has a concern to raise in respect of the lottery, then the charity advises the customer to contact the office on 01202 123456 or by post to:

Alder Hey Children's Charity,
Eaton Road,
West Derby,
Liverpool,
L12 2AP

Telephone Complaint: Stage 1

The Charity will ensure all complaints are recorded and documented. At the point of which a complaint is received we will take the following information:

- Your name
- Telephone number
- email address
- Postal address
- The date, nature and a brief outline of the complaint.

The complaint receiver will explain that your complaint or concerns will be passed onto the responsible person or other suitably appointed person, for their urgent attention and that they will contact you personally to investigate the complaint or dispute.

Contact will normally be made within 24 working hours. The Charity will take time to listen to you and take a more detailed description of the complaint or dispute. We will attempt to deal with your problem or concern over the telephone where possible. If this is not possible, the responsible person or other suitable appointed will explain to you what investigations and actions will take place relating to their concerns and that we will formally respond to you with the outcome and actions taken within 10 working days of the problem or concern being raised.

You will be asked if they you happy with what is suggested and also that you understand the procedure. If necessary, the responsible person or other suitably appointed person will assure you that your personal 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 suitable appointed has established the facts concerning the complaint or dispute you will be contacted and informed of the results of the enquiry and what actions have been taken.

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

Written Complaint: Stage 1

Written complaints should include the following information:

- Nature of the complaint
- Date that the incident happened
- People you have previously contacted
- What you would like us to do to put things right

We will issue a written acknowledgement of the complaint within 48 hours of receipt.

All details will be entered onto our internal complaints log at this point.

From the date of acknowledgement, we will aim to complete our enquiries and resolve the complaint to your satisfaction within 10 working days. During this time, we will complete our investigations and respond formally in writing to you giving details of the outcomes to our investigation.

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

Complaints Stage 2

If after Stage 1 you feel that our outcomes and resolutions have not reasonably met your expectations, we request that you put your complaint in writing to:

Sarah Fletcher
Alder Hey Children's Charity,
Eaton Road,
West Derby,
Liverpool,
L12 2AP

We will acknowledge receipt within 48 hours and log all details onto the Complaints Log.

The complaint and outcomes will then be further reviewed and a formal response will be made in writing within 10 working days of acknowledgement.

Complaints Stage 3

If after Stage 2 you still feel that our outcomes and resolutions have not reasonably met your expectations, we request that you forward your complaint in writing to:

The Chief Executive
Alder Hey Children's Charity,
Eaton Road,
West Derby,
Liverpool,
L12 2AP

We will acknowledge receipt within 48 hours and log all details onto the Complaints Log.

The complaint and outcomes will then be further reviewed and a formal response will be made in writing within 10 working days of acknowledgement.

Complaints Stage 4

If after Stage 3 you feel that our outcomes and resolutions have still not reasonably met your expectations, we request that you forward your complaint in writing to:

The Board of Trustees
Alder Hey Children's Charity,
Eaton Road,
West Derby,
Liverpool,
L12 2AP

We will acknowledge receipt within 48 hours and log all details onto the Complaints Log.

The complaint and outcomes will then be further reviewed and a final formal response will be made in writing within 28 working days of acknowledgement.

Complaints Stage 5

In the event that after stage 4 a written complaint cannot be resolved by the lottery team or representatives of Alder Hey Children's Charity; Alder Hey Children's Charity will provide free third party arbitration via IBAS.

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

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.

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

The Charity Responsible Gambling Guide

Website: www.gamblingcommission.gov.uk.

Our Commitment Towards Responsible Gambling: The Charity is committed to ensure that information about how to gamble responsibly and how to access information and help in respect of problem gambling is readily available to all.

Keeping Your Gambling Under Control:

The majority of people do gamble responsibly and gambling in moderation is okay, but it may help you 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've already lost;
- Keeping up other interests and hobbies and not letting gambling take over your life;
- Not gambling 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, and 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 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.

Responsible Person & Promoter:

Sarah Fletcher

Registered address:

Alder Hey Children's Charity,
Eaton Road,
West Derby,
Liverpool,
L12 2AP

Telephone 0151 5581410

Registered Charity No. 1160661

Gambling Commission Non Remote Licence No. 044167-N-322990-06

Gambling Commission Ancillary Remote Licence No. 044167-A-333367-001