



## British Aerobatic Association Limited Team Training and Support Lottery

### Complaints and Disputes Procedure

At the British Aerobatic Association ("BAeA"), the views and opinions of our supporters are extremely important to us. We always appreciate feedback in helping to improve our fundraising activities. The fundraising section at the BAeA works within prescribed codes of conduct. Any complaints we receive are taken very seriously and we promise to address your concerns as efficiently and promptly as possible.

The BAeA will:

1. Make its Complaints and Disputes Procedure available to a potential or actual player via the BAeA Lottery website: [www.aerobatics.org.uk](http://www.aerobatics.org.uk)
2. Handle all complaints in accordance with this Complaints and Disputes Procedure.
3. Advise the Huntingdonshire District Council on the status of all disputes, related to the periodic Lottery, that are referred to the BAeA.

### Complaints and Disputes Policy

If you have a complaint we will investigate the complaint as follows:

#### Stage 1

- > In the event that a participant in the BAeA Lottery encounters a problem or wishes to raise a concern in respect of the lottery, the BAeA advises the participant to contact the fundraising section at [lottery@aerobatics.org.uk](mailto:lottery@aerobatics.org.uk) or by post to:

Chairperson  
British Aerobatic Association Ltd  
84 Green End Road  
Sawtry  
Huntingdon  
Cambridgeshire  
PE28 5UZ

- > We will attempt to deal with the participant's problem or concern over the phone if possible. If this is not possible we will respond with the outcome and actions taken, to the participant within 10 working days of the problem or concern being raised.
- > If the problem or concern has been dealt with satisfactorily at this stage, at your request, we will formally record the details and retain these details for a period of 12 months; after which the details will be permanently removed from BAeA files.

## Stage 2

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

Chairperson  
British Aerobatic Association Ltd  
84 Green End Road  
Sawtry  
Huntingdon  
Cambridgeshire PE28 5UZ

This should include the following information:

- > The nature of the complaint or concern
  - > Date that the incident happened
  - > People you have contacted
  - > What you would like us to do to put things right
- > Once we have received your written complaint or concern we will acknowledge receipt of your letter in writing within 48 hours.
- > All details will be entered onto our internal complaints log at this point.
- > From this date we will endeavour to complete our investigations within 10 working days of this acknowledgement being sent. Our aim is to resolve the complaint or concern to your satisfaction at this stage.

## Stage 3

If, at the end of Stage 2, you feel that a satisfactory resolution has not been achieved, or cannot be resolved internally by the BAeA, then the matter can be referred by either party to the Independent Betting and Adjudication Service ("IBAS") for arbitration, as our preferred organisation for Alternative Dispute Resolution (ADR).



Independent Betting and Adjudication Service Ltd  
PO Box 62639  
London  
EC3P 3AS

Tel: 0207 347 5883

Fax: 0207 347 5882

Email: [adjudication@ibas-uk.co.uk](mailto:adjudication@ibas-uk.co.uk)

IBAS adjudication form may be completed online at [www.ibas-uk.com](http://www.ibas-uk.com)

IBAS will act as impartial adjudicators in any disputes that have not been able to be resolved by the BAeA Lottery. The BAeA will regard IBAS's decision as binding on both parties.

Registered and regulated by Huntingdonshire District Council. **Registration No. SSL 1786**

**Players must be 16 or over to play. Underage gambling is an offence.**

