

Gambling Complaints Policy

Greenpeace Environmental Trust (Greenpeace) operates a society lottery promoted and managed by People's Postcode Lottery (PPL) and licensed and regulated by the Gambling Commission to help raise funds to support our work.

Greenpeace aims to ensure that any issue regarding the lottery that a player or potential player may have, is dealt with promptly and in confidence. We take complaints seriously and commit to solving any problem in a prompt and fair manner. This process is without prejudice to players' legal rights and Greenpeace shall handle all player complaints in accordance with the process below and make a copy of the process available to a player or potential player on request.

Complaints Process

Any complaints regarding Greenpeace's lottery activities can be made directly to our ELM (People's Postcode Lottery) on 0808-1098765 (freephone).

Complaints concerning Greenpeace's lottery activities can also be made directly to Greenpeace by contacting us using any of the methods [listed here](#)

Depending on the nature of the complaint we will either refer the matter to our ELM to resolve in accordance with their Complaints Policy or investigate it at Greenpeace in accordance with our [fundraising complaints policy](#).

If your complaint is investigated by Greenpeace then it will be acknowledged within 5 working days of its receipt. We will carry out a full investigation (provided the complaint is made to us within three months of the incident) and will respond fully within 10 working days via letter. A formal record of the complaint will be kept in accordance with the Gambling Commission's reporting purposes.

If our resolution of the complaint is not satisfactory, the complainer can request ADR with

Independent Betting Adjudication Service

PO Box 62639

London

EC3P 3AS

T: 020 7347 5883

E: adjudication@ibas-uk.co.uk

W: www.ibas-uk.com

to resolve the dispute. The mediator will report on the outcome of the dispute to the Gambling Commission and Greenpeace will abide by the mediator's decision or recommendations. The complainant can appeal at any stage of the process.

REVIEW

This policy will be reviewed annually.

Date: November 2020