

Gambling Policies and Procedures

Help the Aged goes to great lengths to ensure fair and responsible conduct when organising its raffles.

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Policy on Fair and Open Draws

- All draws are conducted at Help the Aged’s external lottery managers premises in plain sight of staff and visiting clients.
- Draws are conducted at random using either a random number generator or using a blind draw.
- Winners results are published on the Help the Aged website.
- Rules are published on websites, on entry forms and the reverse of raffle tickets.
- Printed versions of rules are available on request.
- We have a complaints procedure in place.

Responsible Gambling/ Problem Gambling Procedure

We strive to make players aware of being responsible gamblers and assisting with the needs of problem gambling. We include a helpline number and information on raffle tickets for problems gamblers.

In order to promote responsible gambling, we have applied a restriction to the number of raffle ticket books purchased by an individual. Our systems will notify us when an individual has requested over 20 books. A member of our team will contact the individual to confirm the quantity and purpose of the order before the request is sent out.

If a person has previously ordered up to or over 20 books and not returned them prior to their next order, they will be asked to do so before any further orders can be processed for them.

Lottery books allocated for an event can be requested by a member/supporter of Help the Aged. There is not a restriction on the number of books allocated for this purpose.

The quantity of lottery books allocated to a society branch is not restricted.

Players can request a self exclusion from our database for future lottery mailings.

Players can request the number of books they would like for an individual lottery and also the number of lotteries they would like to participate in for a particular society on a yearly basis.

Protection of Children and the Vulnerable

It is illegal for anyone under the age of 16 to take part in a lottery. We have taken steps to ensure that our lotteries do not attract young people.

We have taken the following steps to prevent under age players from participating in any lotteries promoted by ourselves;

- On all cold data supplied, it is requested that all persons under 16 years of age are excluded from the list before being supplied for use in lottery mailings.
- Help the Aged has been made aware of the legal limit and are required to check our database before data is supplied for the use of a lottery.
- The minimum age for play is detailed on the back of all tickets and entry forms produced by Help the Aged.
- Any player who provides dishonest information regarding their age automatically forfeits the right to any prize. This fact is also stated on the reverse of all tickets and on all entry forms produced by Help the Aged.
- Any player that is found to be under 16 years of age will have any monies paid in relation to the lottery returned to them.

In the event that a request to cease mailing lottery packs is received from a vulnerable person's carer, we would remove their details from our mailing database immediately. If the person has been sent a lottery pack as a result of their details being supplied to us through a cold data list, we will give the carer details of how to have that persons details removed from the list owners mailing records as we

Law and Disorder Policy

- Help the Aged's external lottery managers only take on certified charities and respectable non profit making organizations to work with.
- Help the Aged's external lottery managers keep a record of all tickets that have been distributed.
- Help the Aged's external lottery managers are able to provide information for any police checks of a Lottery Ticket seller that may be carried out. They are able to provide address details and details of any monies sent in for tickets received.
- Help the Aged's external lottery managers operate from secure premises, with fire safes in situ, and contractors such as Securicor.
- Help the Aged's external lottery managers process entries and handle monies received for lotteries, however all payments are paid directly in to Help the Aged's bank account. Banking reports are issued on a weekly basis to Help the Aged.

Players Queries and Complaints Procedure

Telephone complaints

- Initial complaints and queries are dealt with over the telephone by Help the Aged's external lottery managers telephone room.
- A telephone log sheet is completed at the time of the call, detailing the callers contact details, details of telephone adviser who took the call, nature of the call and how the complaint was resolved.
- The telephone log sheets will be kept on file at Help the Aged's external lottery managers for 3 years.
- If an initial complaint cannot be resolved, the complaint is logged and Help the Aged is notified immediately of the issue and it is passed to them to resolve.
- All general queries will be logged on the sheets for reference.

Written Complaints

- Initial complaints and queries to be responded to in 48 hours of receipt of complaint.

- All complaints are logged on the complaints log sheet, detailing the individuals 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.
- The complaints log sheets and written complaints will be kept on file at Help the Aged's external lottery managers for 3 years.
- If the initial complaint cannot be resolved by Help the Aged's external lottery managers, the complaint is logged and forwarded immediately to Help the Aged for them to resolve.
- All general queries will be logged on the sheets for reference