



Complaints and Disputes Procedure - Raffles

At British Aerobatics, 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 British Aerobatics 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.

NOTE: The following Complaints and Disputes Procedure content is intended to augment those elements also shown under the 'Raffle Policies' heading at www.raffleplayer.com/britishaerobatics.

British Aerobatics will:

1. Make its Complaints and Disputes Procedure available to a potential or actual player via www.aerobatics.org.uk/publications.
2. Handle all complaints in accordance with this Complaints and Disputes Procedure.
3. Advise the Huntingdonshire District Council (British Aerobatics licensing authority) on the status of all formal disputes, relating to the Raffle, that are referred to British Aerobatics.

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 British Aerobatics Raffle encounters a problem or wishes to raise a concern in respect of the raffle, British Aerobatics advises the participant to contact the fundraising section at www.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 telephone 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 British Aerobatics 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.

We will endeavour to complete our investigation within 10 working days of our 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 British Aerobatics, 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

IBAS adjudication form may be completed online at www.ibas-uk.com

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

British Aerobatics Raffle: Registered and regulated by Huntingdonshire District Council. **Registration No. SSL 1786**

Players must be 18 or over to play. Underage gambling is an offence.