

# Complaint Handling Charter

## How do I make a complaint?

Making a complaint is simple and easy. You can make the complaint in by telephone, letter, or email using the contact details below.

If you are making a complaint by telephone, we may ask you to submit the details of your complaint in writing.

**Phone:** 131 868

**Email:** customersupport@thelotterycorporation.com

**Write to:** Complaints at The Lott  
Locked Bag 1  
SPRING HILL, QLD 4004

## What should I include in my complaint?

- Your name, address and contact details (unless you wish to remain anonymous).
- Any details of your complaint that will enable us to assess and process your complaint.
- Where relevant, please provide copies of any documents relating to your complaint.
- Details of any prior contact you have had with us in relation to the complaint, including the names of any person you have previously dealt with.

## What are my rights when making a complaint?

### You have the right to:

- Easily lodge a complaint, and where required, seek assistance to lodge it, at no charge from us.
- Have your complaint dealt with in a fair, efficient and courteous manner.
- Have information identified by you as confidential, treated as confidential by us unless we have reasonable grounds for doing otherwise (e.g. an audit or a report to the Minister or Regulator). Seek your own legal advice.
- Be informed of the criteria and processes for how your complaint will be dealt with. Know whether this charter has been followed.
- Be informed of our response, and the reason for this response.
- Provide directly relevant material in support of the complaint.

## How will my complaint be handled?

- We will record the details of the complaint as well as any resolution identified.
- For a non-written complaint, we will investigate the matter within a reasonable timeframe having regard to the nature and complexity of the complaint.
- For a written complaint, where you have provided your name, address and detailed information about your complaint, we will investigate the matter and respond to you within 21 days.
- If appropriate, we will determine and implement a resolution to the complaint.

- We will inform you and any person who is the subject of the complaint (if applicable), of the conclusion reached in relation to the complaint and any reasons for that conclusion.
- Personal Information gathered as part of the complaints process will be handled in accordance with our Privacy Policy, available at [thelott.com/about/privacy](https://thelott.com/about/privacy)
- If the matter is resolved, no further action will be taken.

## What if I am not satisfied with the outcome of my complaint?

You may request that an independent internal review of the decision

(Internal Decision) be conducted. This may include:

- an examination of all material relating to the complaint; and
- a discussion with you, the person who is the subject of the complaint (if applicable) and/or personnel involved with the management of the complaint.

## Can I request a review of the Internal Decision?

You can request a review of the Internal Decision.

In this instance, the matter will be referred to a member of a panel of independent mediators, for either:

- A determination based on submitted paperwork; or
- Mediation (if necessary).

You will be responsible for paying half of the costs associated with referring the matter to an independent mediator. We will pay the remainder of costs.

## Some important points

- Someone else may make a complaint on your behalf; however it may still be necessary for us to contact you directly.
- If you are experiencing difficulty expressing your complaint, you may seek our assistance.
- If you make an anonymous complaint, our capacity to enquire into the issue may be limited. Whilst all attempts will be made to protect your identity, your identity may become apparent during the course of the inquiry.
- We may request your assistance to enable us to assess and process your complaint.
- Unless a material fact or circumstance has changed, we will not investigate the same complaint twice.

## Feedback about our services

We are committed to improving the level of service we provide.

If you would like to share any feedback on our service or this Complaint Handling Charter, please do so using the contact details provided above.

The complaint handling process described in this document is current as at the time of printing this information sheet.

HAVE FUN & PLAY RESPONSIBLY

March 2024

Gamblers Help 1800 858 858

