

Lottery Complaints Procedure

Any complaints regarding the Golden Gate Superdraw can be made directly to MSA Ltd. by contacting The Lottery office on 01902 658 666 or by email at info@midlandsa.co.uk or by letter to Lottery Dept., Waterloo Road, Wolverhampton, WV1 4QR.

Midland Sporting Association Ltd undertakes to:

- Ensure this Complaints and Disputes Procedure is available upon actual customer request.
- Endeavour to resolve complaints as promptly and amicably as possible.
- Maintain a record of all complaints and the correspondence related to them.

Complaints will then be handled using the following three stage procedure:

Stage One

Your complaint will be acknowledged within three 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 respond fully within 10 working days via your preferred method of contact. A formal record of the complaint will be kept in accordance with the Gambling Commission's reporting purposes.

Stage Two

If the complaint is not satisfactorily resolved, the matter will be escalated to Midland Sporting Association's Lottery Manager Kevin Kay. Every complaint will be taken seriously and fully considered by MSA Ltd in order that a satisfactory resolution can be achieved.

Stage Three

In the event that a satisfactory outcome can still not be reached, in accordance with the agreed protocol arranged on behalf of members by the Lotteries Council the matter will be referred to our Alternative Dispute Resolution (ADR) Provider, which is the Independent Betting Adjudication Service.–The customer must send details of the complaint to the ADR in writing. You can contact the ADR either by post, phone or email:

Independent Betting Adjudication Service
PO Box 62639
London EC3P 3AS
Tel: 020 7347 5883
Fax: 020 7347 5882
Email: adjudication@ibas-uk.co.uk
Website: www.ibas-uk.com

The services of the ADR entity free of charge to the customer. Although the ADR's decision is not binding on MSA Ltd or the customer, MSA Ltd will comply with the decision.