

# **SPORTING CHANCE MARCH 2022 PRIZE DRAW**

## **COMPLAINTS POLICY**

### **Your feedback**

We welcome you to contact us with your comments, suggestions and complaints. Complaints are especially important to us because they help us to see where the Sporting Chance Prize Draw could improve.

We promise to deal with complaints as quickly as we can.

### **How to complain**

You can email your complaint to [info@sportingchanceprizedraw.com](mailto:info@sportingchanceprizedraw.com)

We will always do our best to resolve any complaint as soon as we can. If we can't do this, because the information we need is not to hand, or because we need to carry out further investigation, then we will make a record of your complaint and agree the best way and time to contact you.

### **If your complaint is still unresolved**

Please let us know in writing, and tell us what you wish us to do next.

### **Thank you**

We appreciate the opportunity to discuss any complaints. We are in only our second year of operation, so particularly welcome the opportunity to learn and improve our service.