



OzLotteries Complaints Handling Charter

This is OzLotteries' Complaints Handling Charter (Charter), which details how OzLotteries will process customer complaints, and covers complaints about the operation of, or compliance with, the Code.

The Charter can be viewed on our website, and is available for download.

A member of the public can make a complaint to Oz Lotteries, by telephone, letter or email.

CONTACT DETAILS

Phone: 1300 188 911

Email: support@ozlotteries.com

Mail: ATTENTION: Complaints
GPO Box 2937
Melbourne, VIC 3001
Australia

If a complaint is made by telephone, the complainant may be asked to submit details of the complaint in writing.

OzLotteries Incident Management Team

OzLotteries is dedicated to providing a safe environment for lottery players and delivering exceptional customer service, and has an Incident Management Team to address customer complaints.

The Incident Management Team ("the Team") investigates, determines and implements a resolution.

The Team consists of a member of the Customer Support Team, and the Customer Support Team Lead, or the Head of Oz Lotteries.

Complaints Handling Procedure

Once a complaint is reported, the Incident Management Team will investigate the incident or complaint within a reasonable timeframe. Where possible, the investigation will be concluded within 21 days, unless prevented by circumstances beyond the control of the Team.

Upon conclusion, the Team will:

- inform the complainant of the conclusion of the investigation;
- provide the reasons for that conclusion;
- the resolution implemented;
- log the details of the complaint, and the outcome, in an Incident Register; and
- log the details of the complaint, and the result, on the customer's account notes, if applicable.

Where applicable, the subject of the complaint will also be informed of the resolution details outlined above.

If the matter is resolved, no further action is taken.

- Internal Review

If the complainant requests a review of the decision, an independent internal review will be conducted, which may include the following measures:

- a) all material in relation to the complaint is examined; and
- b) a discussion may be held with the complainant, the subject of the complaint, and/or staff involved with the management of the complaint.

The internal review will be conducted by either the In-House Legal Counsel, or the Chief Operations Officer, as appropriate.

- External Review

If the complainant requests a review of the internal decision, the matter will be referred by OzLotteries to a member of a panel of independent mediators, for either a determination based on submitted paperwork, or to arrange mediation if necessary.

To initiate an external review, the complainant must provide the request in writing.

Costs of this process will be shared equally by OzLotteries and the complainant.