

## Kidney Cancer UK & Kidney Cancer Scotland Raffle Policy

Kidney Cancer UK's Christmas Raffle is licensed and regulated by the Gambling Commission under the Gambling Act 2005

[www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk)

License Number : SL0391

Promoter: Kidney Cancer UK

Responsible Person: Alice Dewey

All profits from this raffle will be used by Kidney Cancer UK & Kidney Cancer Scotland to further the advancement of both social and bench research into the causes and treatment of kidney cancer.

Registered Charity in England & Wales (1120146) & Scotland (SC043642)

Kidney Cancer UK & Kidney Cancer Scotland are committed to ensuring that any raffle activity is in line with the regulatory framework set out by the Gambling Act 2005 by:

- Preventing gambling from being a source of crime and disorder, being associated with crime and disorder, or being used to support crime
- Ensuring that gambling is conducted in a fair and open way
- Protecting children, problem gamblers and other vulnerable persons from being harmed or exploited by gambling.

### Policy & Procedure on fair and open draws

- a) The terms and conditions of the lottery are fair
- b) Participants have access to the terms and conditions (including information on prizes) of the raffle prior to purchasing a chance to win
- c) Any promotional materials for the raffle are clear and not misleading, and all advertising for the raffle complies with the advertising code of practice applicable to the form and media the advert is in. The principles in these codes should also be applied to all forms and media not explicitly covered by the advertising codes as if they were
- d) Entry is open to all residents of the UK (including Kidney Cancer UK & Kidney Cancer Scotland volunteers) but excludes: Kidney Cancer UK & Kidney Cancer Scotland trustees, directors or employees or third parties each directly involved in the administration or management of the raffle, or with the ability to influence the Raffle. Entry costs £2 per number, payable in advance, by one of the methods permitted within the entry form.
- e) Volunteers of Kidney Cancer UK & Kidney Cancer Scotland or any third party may only participate in the raffle if they are not involved in the organisation, management or running of the activity.
- f) Draws are conducted at random using either a random number generator or if this is not possible, using a blind draw.



#### Kidney Cancer UK

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- g) A list of results is published on Kidney Cancer UK & Kidney Cancer Scotland website. Winners' information is also available on request by ringing 01223 870008.
- h) Prize winners will be notified within 14 days either in writing or by phone if a telephone number is available.
- i) Rules (Terms and Conditions) are published on Kidney Cancer UK & Kidney Cancer Scotland website, entry forms, at the point of sale and the reverse of raffle tickets.
- j) Printed versions of rules are available on request from Kidney Cancer UK & Kidney Cancer Scotland
- k) A complaints procedure is in place for Kidney Cancer UK & Kidney Cancer Scotland Raffles at 4 below.

## **Players queries, complaints, and disputes procedure**

A 'complaint' means a complaint about any aspect of the conduct of the licensed activities, and a 'dispute' is any complaint which:

- a) Is not resolved at the first stage of the complaint's procedure; and
- b) Relates to the outcome of the complaints gambling transaction.

Staff must ensure that:

- Customers are told the name and status of the person to contact about their complaint
- Customers are given a copy of the complaints procedure on request or on making a complaint
- All complaints are handled in accordance with the procedure.

### **Complaints Procedure**

- a) Either Kidney Cancer UK or Kidney Cancer Scotland team receive and deal with the initial complaint
- b) Complaints should if possible be investigated and resolved within 5 working days. If an investigation is likely to take longer the complainant will be notified with a proposed timescale, aiming to resolve the complaint within a maximum of 25 days
- c) A log sheet is completed at the time of the call/ on receipt of the written complaint. The complainants contact information, details of the telephone adviser who took the call or member of staff who investigated the written complaint, the nature of the complaint and how the complaint was investigated and resolved are recorded on the log sheet.
- d) If the complainant is unhappy with the resolution of the complaint, they should contact the Office of the CEO who will reconsider the decision and who will contact the complainant within 10 working days
- e) If the complainant is still not satisfied, they should contact the Fundraising Regulator within one month of the Charity's decision. The Fundraising Regulator will consider the complain in the light of the Fundraising Promise, and the Institute of Fundraising's Code of



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Fundraising Practice. The Fundraising Regulator's decision will be final.

- f) A copy of each decision on, or a note of the outcome of, each dispute referred to the Fundraising regulator will be provided to the Gambling Commission quarterly by Kidney Cancer UK & Kidney Cancer Scotland.

Kidney Cancer UK will:

- Make this Complaints and Disputes Procedure available to a potential or actual customer ('the customer') via Kidney Cancer UK website [www.kcuk.org.uk](http://www.kcuk.org.uk), or upon request
- Handle all complaints in accordance with this Complaints & Disputes Procedure
- Advise the Gambling Commission on the status of all disputes that are referred to the Promoter

## **Protection of children and the vulnerable procedure**

- a) Kidney Cancer UK & Kidney Cancer Scotland is committed to ensuring that its own staff and any sub-contractors understand their responsibilities for preventing underage gambling, returning stakes and not paying prizes to underage customers
- b) Persons under the age of 18 may not sell or buy Kidney Cancer UK & Kidney Cancer Scotland raffle tickets or online entries
- c) Kidney Cancer UK & Kidney Cancer Scotland will prevent underage players from participating in any raffles that they promote.
- d) Prizes may not be given to any person under the age of 18 or any other age limit stated in the terms and conditions of a specific raffle.
- e) Any player who provides dishonest information regarding their age automatically forfeits the right to any prize.
- f) Any player found to be under 18 years of age, or any other age limit stated in the terms and conditions of a raffle, will have any monies paid in relation to the raffle returned to them as soon as reasonably practicable.
- g) In the event of a request from a vulnerable person's carer to exclude an individual receiving raffle information, their details will be suppressed immediately within Kidney Cancer UK's database.

## **Information Policy**

Kidney Cancer UK & Kidney Cancer Scotland will work with the Gambling Commission in an open and co-operative way and will inform the Commission as soon as reasonably practicable of any matters that the Commission would reasonably need to be aware of in exercising its regulatory functions. These are matters that will have a material impact on Kidney Cancer UK's business or on Kidney Cancer UK's ability to conduct its business. Such matters would



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include any major breach in information security which must by law also be reported to go the Information Commissioner's Office.

### **Responsible gambling, and problem gambling procedure**

- a) The following procedures have been put in place by Kidney Cancer UK to encourage people to gamble responsibly and to seek help should gambling develop into a problem. Training is provided so that staff understand their responsibilities and are aware of advice on socially responsible gambling and of where to get confidential advice should their gambling become hard to control.
- b) GamCare is a UK based Charity that offers help and advice on gambling. Their helpline number is 0808 8020 133 and website is [www.gamcare.org.uk](http://www.gamcare.org.uk) These details will be included on all advertising and correspondence for the raffle.
- c) Kidney Cancer UK & Kidney Cancer Scotland must interact with a supporter where a concern arises that their behaviour may indicate problem gambling. If applicable Kidney Cancer UK will provide individuals with information on gambling support organisations. The appropriate level of management to initiate this type of customer interaction is the named Promoter of the raffle, or another Annex A operating licence holder. The type of behaviour that may trigger customer interaction could include the purchase of numbers in excess of £200. In these circumstances there will be consideration of whether to refuse the purchaser in excess of 100 entries.
- d) Restrictions are in place regarding the number of entries that can be allocated to an individual. The maximum is 100 entries per person. Additional entries may only be agreed to any one individual once the charity is satisfied that additional purchases are unlikely to cause an individual financial distress.
- e) Players, or carers of a vulnerable person, can request self-exclusion from our database for further raffle mailings. The exclusion will be valid for a minimum of 6 months and cannot be reinstated during this time.
- f) Kidney Cancer UK shall take steps to remove the name and details of a self-excluded individual from any marketing databases relating to the lottery used by the charity (or otherwise flag that person as an individual to whom raffle marketing material must not be sent), within two days of receiving the completed self-exclusion notification.
- g) If at the end of the period chosen by the customer (and at least six months later), the self-exclusion remains in place, unless the customer takes positive action in order to gamble again, no raffle marketing material should be sent to the individual unless the individual has taken positive action in order to gamble again, and has agreed to accept such material.
- h) Where a customer chooses not to renew the self-exclusion, and makes a positive request to begin gambling again, the customer is given one day to cool offer before being allowed access to gambling facilities. The contact must be made in writing.



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Registered office: The Old Granary, Abington Park Farm, Great Abington, CB21 6AX. Company Number England & Wales (05937304)  
Kidney Cancer Care LTD is a registered Charity in England & Wales (1120146) & Scotland (SC043642)

## **Gambling responsibly and problem gamblers information**

- a) Kidney Cancer UK is committed to contributing towards the identification and treatment of problem gamblers
- b) Kidney Cancer UK is committed to contributing to public education on the risks of gambling and how to gamble safely. The majority of people do gamble responsibly.
- c) The following information is in place to help you to gamble responsibly:-
  - You're buying fun, not investing your money
  - Set strict limits on how much time and money you're willing to spend
  - Quit while you're ahead
  - Only gamble with money you can afford to lose
  - Don't spend more money in the hope of winning back what you have lost
  - Keep up other interests and hobbies – don't let gambling take over your life
  - Don't gamble in order to escape from stress or boredom
  - Gambling in moderation is okay
- d) For some however gambling can become a problem. If you are concerned about the amount you are gambling, (or you are connected for a friend or relative) then the following questions may help give you guidance: -
  - Have you been criticised for your gambling?
  - Have you lied to cover up the financial amount or the time you have spent gambling?
  - Do arguments, stressful situations or disappointments make you want to gamble?
  - Do you gamble alone for long periods?
  - Do you stay away from work or college to gamble?
  - Do you gamble to escape from a boring or unhappy life?
  - Are you reluctant to spend 'gambling money' on anything else?
  - Have you lost interest in your family, friends or pastimes due to gambling?
  - If you lose, do you feel you must try to win back your losses as soon as possible?
  - When you run out of money while gambling, do you feel lost and in despair, and feel the need to gamble again as soon as possible?
  - Do you gamble until your last penny is gone?
  - Have you lied, stolen or borrowed just to get money to gamble or to pay gambling debts?
  - Does your gambling ever make you feel depressed or even suicidal?
- e) If you feel you are answering 'yes' to the majority of the questions above, then it is likely a gambling problem exists. Sometimes just telling someone about your concerns can be a relief and the first step forward dealing with your problem
- f) For friendly and helpful advice from trained counsellors you can call GamCare's helpline on 0808 8020 133. This is open 24 hours a day




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- g) You can also visit GamCare's website [www.gamcare.org.uk](http://www.gamcare.org.uk) for more information and advice



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