



## **COMPLAINTS POLICY**

(for British customers UK syndicate service)

If you have a complaint about any aspect of our Services, please contact Customer Support at [support@yourlottoservice.co.uk](mailto:support@yourlottoservice.co.uk), or call us, 020 4525 3538 during office hours.

We will handle your complaint in accordance with our regulatory obligations. We aim to provide you with a substantive response to your complaint as soon as practically possible and seek to resolve your complaint within four weeks from the date we receive it.

Depending on the complexity of the complaint, our investigation may take longer than four weeks to resolve. We will ensure that we write to you within four weeks of the date we receive your complaint with either a final response or an update of the position explaining why we are not in a position to provide a final response, and when we expect to be in a position to do so.

Our final response represents the final stage of our internal complaints' procedure.