

Oz Lotteries Complaints Handling Charter



1. Overview

Our Complaints Handling Charter (**CHC**) identifies:

- How you as a Customer may make a complaint to Oz Lotteries;
- How Oz Lotteries shall receive, assess and respond to a complaint you have made;
- How you may seek review of decisions made pursuant to the CHC.

Our CHC should be read in conjunction with and in addition to:

- The Oz Lotteries Terms and Conditions governing use and Membership of Oz Lotteries, available at <https://www.ozlotteries.com/about/terms-and-conditions>, as amended from time to time;
- The Oz Lotteries Privacy Policy available at: <https://www.ozlotteries.com/about/privacy>, as amended from time to time;
- The Oz Lotteries Terms of Use available at: <https://www.ozlotteries.com/about/terms-of-use>, as amended from time to time; and
- Any other such terms and conditions in effect between you as a Customer and Oz Lotteries (for example, the Game Rules that govern the conduct of a particular Lottery Product).

2. Customer rights under CHC

Our CHC provides you with the right to:

- Lodge a complaint (and seek assistance in doing so);
- Have your complaint handled in a fair, transparent and responsible manner;
- Understand the processes under which your complaint will be handled;
- Be kept informed as to the outcome of your complaint.

3. Complaints Privacy

We are committed to the protection of your Personal Information and to maintaining our high standards of privacy. Any Personal Information you provide as part of a complaint will be collected and processed by us in accordance with the Oz Lotteries Privacy Policy.

4. Complaints Process

4.1 Complaint avenues

At Oz Lotteries, we are committed to delivering exceptional customer service to lottery players in a safe and responsible manner.

Notwithstanding our commitment, if you feel at any time that the service you have received does not meet your expectations, you are welcome to contact us and utilise our complaints procedure.

You may make a complaint to us directly via the following methods:

By email	support@ozlotteries.com
By post	PO Box 1085 Milton QLD 4064.
By telephone	1300 188 911

While we endeavour to receive and respond to all complaints received, if you elect to make a complaint by telephone we may (exercising good faith and acting reasonably) require you to detail your complaint in writing before we act on it.

4.2 Information to include

In order to enable us to appropriately understand and resolve your complaint, you should provide us with as much information as possible regarding your issue. In particular, you should include:

- Your name, address and contact details
- The details of your complaint to facilitate our assessment and resolution of your complaint;
- Where relevant, copies of any documents;
- Any details of any prior contact made with Oz Lotteries in relation to your complaint.

4.3 Complaints Handling Process

On receipt of your complaint, we shall attempt to resolve your complaint in the first instance through our Customer Support officers. Overwhelmingly, our Customer Support officers are capable of resolving your complaint to your satisfaction without requiring you to do anything further, which is our desired outcome.

At times your initial complaint may need to be escalated within the Customer Support team for resolution (for example, escalation to a Customer Support Supervisor). Where we escalate an initial complaint internally, the resolution provided by the last point of escalation shall be considered our decision.

In the event that you are for any reason unsatisfied with the resolution of your complaint proposed by us, you may elect to have your complaint reviewed internally. Any election for internal review of a complaint must be made in writing and provided to us via post or email.

4.4 Internal Review

In the event you elect for internal review of the resolution of your complaint, we shall escalate your complaint to the Customer Support Supervisor for internal review. The internal review of the resolution of your complaint will include a review of the information and documents (if any) relevant to your complaint and may include discussion with you and/or any other person the subject of or involved in your complaint.

Upon completion of the internal review process, you shall be advised in writing of the internal review outcome. The internal review process shall be concluded within ten (10) business days of your complaint escalation.

In the event that you are for any reason unsatisfied with the resolution of your complaint following internal review, you may elect to have the internal review decision reviewed in accordance with paragraph 4.5 below. You should consider obtaining independent legal advice prior to proceeding with any external review.

4.5 External Review

In the event that you elect for external review of the resolution of your complaint, you must notify us in writing of your request. Upon receipt of your request for an external review, we shall refer your matter to a panel of independent mediators for determination based on documents submitted by each of you and us or (where deemed necessary) mediation.

You are responsible for paying half of the costs associated with the referral and determination of your complaint by independent mediators. You are responsible entirely for your own costs of and incidental to any external review (including mediation) conducted unless determined otherwise by the independent mediators at the conclusion of the matter.

5. General

If you require any assistance understanding or utilising our CHC, you may contact Oz Lotteries Customer Support for assistance.

We may require your cooperation to assist us to understand and resolve your complaint. Without your assistance we may not be able to make fully informed decisions.

Once your complaint has been resolved under this CHC, we shall not process the same complaint unless a material circumstance has changed or fresh evidence is available.

Feedback about our services or this CHC is always welcome. Feedback may be provided to Oz Lotteries Support or via the appropriate functionality via the Oz Lotteries Channels.