

# Complaint Handling Charter

## How do I make a complaint?

Making a complaint to Golden Casket is simple and easy. You can make the complaint in person, by telephone, letter, fax or email - see below for contact details.

**PHONE:** Golden Casket on 131 868  
**EMAIL:** customersupport@goldencasket.com  
**FAX:** (07) 3877 1140  
**WRITE TO:**  
Complaints at Golden Casket  
Locked Bag 7  
COORPAROO DC QLD 4151

**VISIT IN PERSON AT:**  
Golden Casket,  
87 Ipswich Rd  
Woolloongabba  
QLD 4102

If you are making the complaint in person or by telephone, to Golden Casket (us, our or we), representatives may ask you to submit your complaint in writing.

## What should I include in my complaint?

- Your name, address and contact details.
- Any details of your complaint that will enable us to assess and process your complaint.
- Where relevant, please provide copies of any documents relating to your complaint.
- Details of any prior contact with us on the complaint, including the names of any Lotteries employees you may have previously dealt with.

## What are my rights when making a complaint?

You have the right to:

- easily lodge a complaint, and where required, seek assistance to lodge it, at no charge from us;
- have your complaint dealt with in a fair, efficient and courteous manner;
- have information identified by you as confidential, treated as confidential by us unless we have reasonable grounds for doing otherwise (eg. an audit or a report to the Minister or Regulator);
- seek your own legal advice;
- be informed of the criteria and processes for how your complaint will be dealt with;
- know whether this charter has been followed;
- be informed of our response, and the reason for this response; and
- provide directly relevant material in support of the complaint.

## How will my complaint be handled?

- We will receive your complaint, record the details, give it fair and genuine consideration and deal with it in an effective way to achieve fair outcomes.
- We will enquire into your complaint, and consult with relevant Lottery staff and agencies (where appropriate) within a reasonable timeframe, having regard to the nature and complexity of the complaint.
- We will keep you and the person complained about (if applicable) informed of progress and for written complaints will do so within 21 days.
- If appropriate and where possible, we will recommend changes to remedy the situation, and then inform you of the decision made and the reasons for the decision.
- We will treat all information with respect and handle personal information in accordance with Golden Casket's Privacy Policy.
- We will take action to resolve the complaint.

Golden Casket investigates, determines and implements a resolution, informs you and the subject of the complaint (if applicable) of Golden Casket's conclusion in relation to the complaint and the reason for that conclusion and also logs the details of the complaint and the outcome. If the matter is resolved, no further action is taken.

If you request a review of the decision, an internal independent review is conducted, which may include the following measures:

- All material in relation to the complaint is examined; and
- Discussions may be held with you, the person(s) complained about, and/or staff involved with the management of the complaint.

If you request a review of the internal decision, the matter is referred by Golden Casket to a member of a panel of independent mediators, for a determination based on submitted paperwork or to arrange mediation if necessary. Costs of this process may be shared equally by Golden Casket and you.

## Players 1<sup>st</sup> Hotline

If you are in doubt about what to do with a major prize win, or you have any concerns about the way a lottery transaction has been handled, call the Players 1<sup>st</sup> hotline on

1300 PLAYER (1300 752 937) immediately.

## Some important points

- Someone else may make a complaint on your behalf; however it may still be necessary for us to contact you directly.
- If you are experiencing difficulty expressing your complaint, you may seek our assistance.
- If you make an anonymous complaint, our capacity to enquire into the issue may be limited. Whilst all attempts will be made to protect your identity, your identity may become apparent during the course of the inquiry.
- We may request your assistance to enable us to assess and process your complaint.
- Please do not make complaints that are vexatious or frivolous or that relate to a matter that has been dealt with in a previous complaint.

## Feedback about our services

We are committed to improving the level of service we provide and your feedback is very important.

You can visit, telephone, fax, email or write to us at the addresses above to give us your feedback on our service and the Complaint Handling Charter.

If you would like to make a suggestion about our complaint handling process, it would be helpful if you would first raise the matter with the staff member you have been dealing with. If you are not satisfied, please telephone us using the details above.

The complaint handling process referred to here is current at the time of printing of this information sheet. It may change from time to time.