

MAGPIE COMPETITIONS

COMPLAINTS & DISPUTES POLICY

Version: 1.0 **Effective Date:** 08 August 2026

1. Purpose

1.1 This Complaints & Disputes Policy (“the Policy”) sets out the procedures adopted by Magpie Competitions (“the Company”) for receiving, handling, and resolving complaints and disputes raised by participants;

1.2 The purpose of this Policy is to ensure that all concerns are addressed promptly, fairly, transparently, and consistently.

2. Scope

2.1 This Policy applies to all complaints and disputes relating to:

- (a) competition entries;
- (b) draw processes;
- (c) prize fulfilment;
- (d) customer service interactions;
- (e) website functionality;
- (f) account issues;

2.2 This Policy applies to all staff involved in complaint handling.

3. Policy Statement

3.1 The Company is committed to resolving complaints in a fair, respectful, and timely manner;

3.2 All complaints will be acknowledged, investigated, and responded to in accordance with this Policy;

3.3 The Company will maintain clear records of all complaints and outcomes;

3.4 The Company will not tolerate abusive, threatening, or discriminatory behaviour towards staff.

4. Definitions

4.1 For the purposes of this Policy:

- (a) “Complaint” means any expression of dissatisfaction.
- (b) “Dispute” means a complaint that remains unresolved after initial investigation.
- (c) “Participant” means any person entering or interacting with the Company’s competitions.

5. Submitting a Complaint

5.1 Participants may submit complaints via:

- (a) email to hello@magpiecomps.co.uk;
- (b) the website contact form;
- (c) written correspondence to the Company’s registered address;

5.2 Complaints must include:

- (a) participant name;
- (b) contact details;
- (c) competition reference (if applicable);
- (d) a clear description of the issue.

6. Acknowledgement of Complaints

6.1 The Company will acknowledge all complaints within forty-eight (48) hours of receipt;

6.2 Acknowledgement will confirm:

- (a) receipt of the complaint;
- (b) the next steps;
- (c) the expected response timeframe.

7. Investigation Process

7.1 Upon receipt of a complaint, staff must:

- (a) review all relevant information;
- (b) examine entry logs, draw records, or communication history as applicable;
- (c) consult internal staff where necessary;
- (d) document findings;

7.2 Investigations must be conducted objectively and without bias;

7.3 Staff must ensure that all relevant evidence is considered.

8. Response Timeframes

8.1 The Company will provide a full response to complaints within seven (7) working days of acknowledgement;

8.2 If additional time is required due to complexity, the participant will be informed and provided with an updated timeframe.

9. Resolution of Complaints

9.1 Resolutions may include:

- (a) explanation or clarification;
- (b) corrective action;
- (c) prize fulfilment adjustments;
- (d) account review;
- (e) confirmation that no error occurred;

9.2 Participants will be informed of the outcome in writing.

10. Escalation to Dispute

10.1 If a participant is dissatisfied with the outcome, they may request escalation;

10.2 Escalated disputes will be reviewed by a senior staff member or compliance lead.

10.3 The Company will provide a final written decision within ten (10) working days of escalation.

11. External Resolution

11.1 If the participant remains dissatisfied after internal escalation, they may seek independent advice or raise the matter with relevant consumer-protection bodies;

11.2 The Company will cooperate with lawful external investigations where required.

12. Record-Keeping

12.1 The Company will maintain records of all complaints and disputes, including:

- (a) participant details;
- (b) nature of the complaint;
- (c) investigation notes;
- (d) outcome;
- (e) dates of all communications;

12.2 Records will be retained in accordance with the Company's Privacy Policy.

13. Responsibilities

13.1 Staff must follow this Policy when handling complaints;

13.2 The compliance lead is responsible for overseeing dispute resolution and ensuring adherence to timeframes;

13.3 Participants are responsible for providing accurate information to assist investigation.

14. Review and Updates

14.1 This Policy will be reviewed annually or sooner if required by changes in law, regulation, or operational practice;

14.2 Updated versions will be published on the Company's website.

15. Contact Information

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