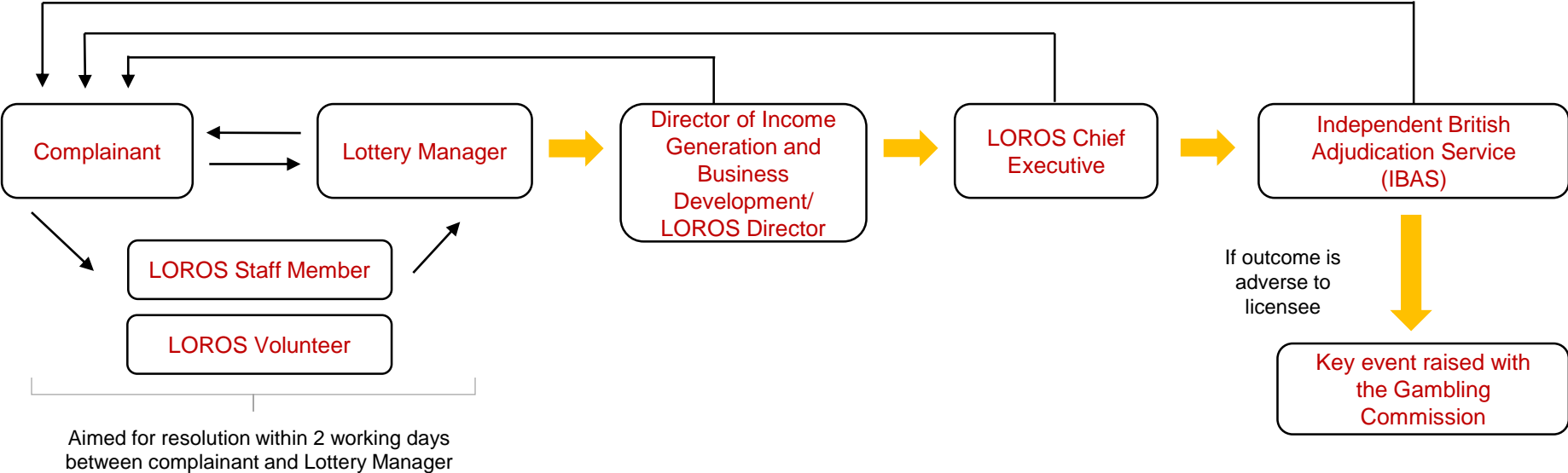


# LOROS Lotteries Limited – Complaints Policy and Procedure



## Logging of complaints



**Key**

Communication →

Escalation if unresolved →

A local hospice, caring for local people