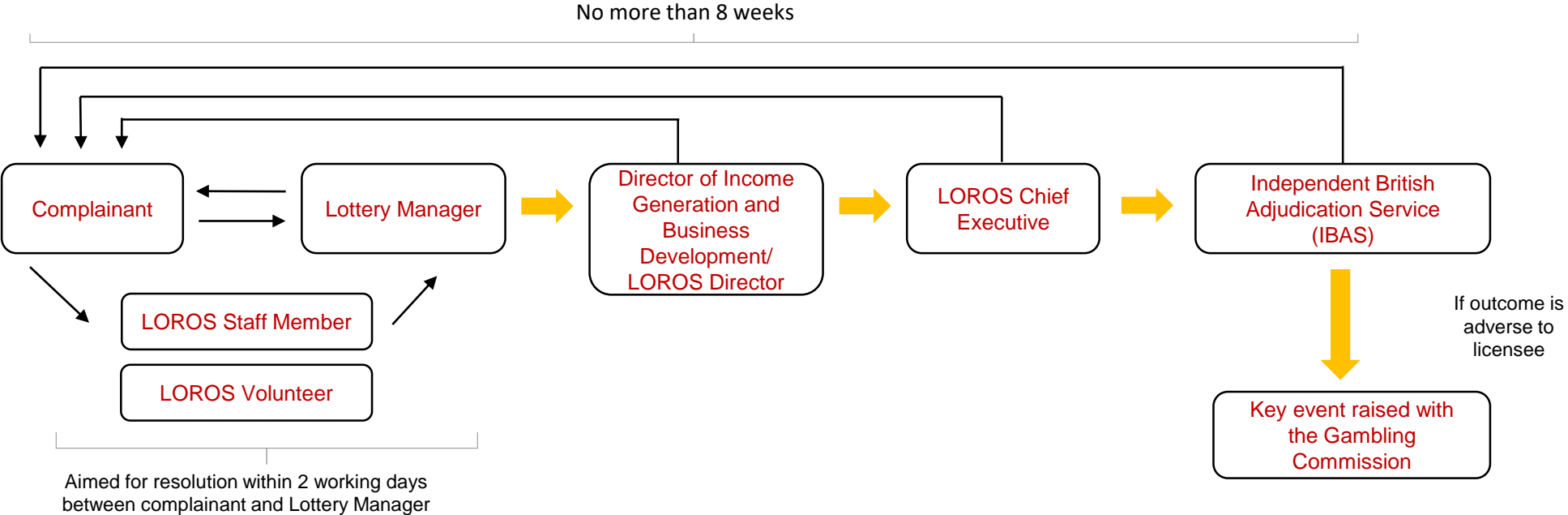


LOROS Lotteries Limited – Complaints Policy and Procedure



Logging of complaints



Key

Communication →

Escalation if unresolved →

A local hospice, caring for local people