



Ventus Competitions Ltd
COMPLAINTS POLICY
Effective Date: 23rd June 2026

1. Our Commitment

Ventus Competitions Ltd (“Ventus”, “we”, “our” or “us”) is committed to operating our Prize Draws, Website and related charitable giving activities in a fair, transparent, responsible and compliant manner.

We recognise the importance of maintaining trust and confidence in our Prize Draws and in the way we administer charitable donations connected with them. We take all complaints seriously and aim to investigate and resolve them promptly, fairly and consistently.

This Complaints Policy explains how complaints may be raised, how they will be handled and how concerns may be escalated where appropriate.

2. Scope of this Policy

This Policy applies to complaints relating to Prize Draw administration, entry methods, participant eligibility, winner selection, prize fulfilment, website content, payment processing, responsible participation, personal data handling, charitable donation claims and fundraising activity.

The operation of this Policy is subject to any applicable supplementary terms and conditions governing the relevant Prize Draw, promotion, offer, or service.

3. How to Make a Complaint

Email: complaints@ventusprizedraws.com

Post:

Ventus Competitions Ltd
53 Perrymount Road
Haywards Heath
West Sussex
RH16 3XH
United Kingdom

4. Our Complaints Process

Stage 1 – Acknowledgement: within 5 working days.

Stage 2 – Investigation: fair and impartial review of all relevant records.

Stage 3 – Response: full written response within 14 days.

5. Principles of Complaint Handling

Ventus will act fairly, proportionately and in good faith, maintain records, correct errors where identified, and cooperate with regulators where appropriate.

6. Advertising and Promotional Complaints

Complaints relating to advertising or promotional claims will be reviewed against our published Terms, applicable advertising rules and internal approval processes.

7. Charitable Giving and Fundraising Complaints

Complaints relating to charitable donations, fundraising representations or charity selection will be investigated and may involve consultation with Work for Good or relevant charitable partners.

8. Escalation

If dissatisfied, you may request an internal review by senior management. A final internal decision will be provided within 10 working days.

9. External Escalation

Complaints relating to charitable fundraising may be referred to the Fundraising Regulator. Advertising complaints may be referred to the Advertising Standards Authority (ASA). Participants may also seek independent legal advice.

10. Vexatious or Abusive Complaints

Ventus reserves the right to limit or decline correspondence where complaints are abusive, repetitive, frivolous or vexatious.

11. Complaint Records

Complaint records are maintained for governance, compliance and service improvement purposes and handled in accordance with our Privacy Notice.

12. Contact Details

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Website: www.ventusprizedraws.com

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