



BIG Bucks Winning Dispute Process

If after a draw where there has been determined to be NO Winner by Big Brothers Big Sisters that week and if a player comes forth stating an issue with the draw, the following process will take place:

1. Staff that take a complaint will answer any questions at the first phone call received by a player stating they have played.
2. The staff will then distribute to them a Dispute Claim form (see appendix A). Which will be sent out via email or picked up at Big Brothers Big Sisters office, 323 MacGregor Street, New Glasgow. Dispute claims need to be completed and delivered to Big Brothers Big Sisters of Pictou County office no later than 10 days after the draw in question.
3. Upon receipt of Dispute Claim Form the Executive Director/or appointed staff will review and make contact by phone (dispute call) with the complainant within 5 days of receipt.
4. If the complainant is not satisfied at the conclusion of the dispute phone call, the Executive Director/or appointed staff will invite them in for an "In Person Dispute" meeting to review the claim, the BIG Bucks process, policies and procedures and security measures. This meeting will take place no later than 5 days after the dispute phone call.
5. If the player is still not satisfied after the in person Dispute Meeting, the complainant has the option to meet with at least 2 Executive Committee Members. This meeting will be held within 5 days of the in person Dispute Meeting.
6. The Committee will deliver its recommendation to the board within 5 days after their meeting with the complainant for discussion and approval either electronically or at a regular meeting. The decision will then be relayed to the complainant by a member of the Executive as well as registered mail.

Extended Play Date Dispute Process

If a player who plays extended play disputes their date of expiry, the following process will take place:

1. Staff will answer any questions upon the initial complaint and take the players contact information.
2. Big Brothers Big Sisters will then check the Extended Play database as well as the order form to compare dates. If there still is a discrepancy, Big Brothers Big Sisters will review the actually credit card receipts or credit card process list and the start date of Extended Play will be the first Tuesday following the date of process.

APPENDIX A

BIG BUCKS DISPUTE CLAIM FORM

The BIG Bucks dispute form is to be completed after the complainant has met with Big Brothers Big Sisters and would like to move forward in a formal matter.

Name: _____ Address: _____

Phone: _____ Email: _____

BIG Bucks #: _____ Date of Incident: _____

Complaint: _____

Please attach additional information if necessary.

I _____ would like to proceed with a formal complaint regarding the above BIG Bucks issue. I agree that if the complaint moves forward and Big Brothers Big Sisters is found not to be negligent that I will be responsible for any related accounting and legal costs.

Complainant

Witness

Date