

# Complaints & Dispute Resolution

*How to raise a concern and what happens next*

At SevenCanyon, we take every complaint seriously. This page explains how to raise a concern, what you can expect from us, and what to do if you remain unhappy with our response.

## How to contact us

**Email:** [hello@redline-competitions.com](mailto:hello@redline-competitions.com)

**Post:** Redline Complaints Team, 7 Grosvenor Grange, Warrington WA1 4SF

*Please include your name, contact details, order or account reference, and a clear description of your concern.*

## Our complaints process

We follow a clear, step-by-step process for every complaint we receive:

- 1 Acknowledgement — within 3 working day**  
We will confirm receipt of your complaint by email within three working day of receiving it.
- 2 Investigation — aim to resolve within 10 working days**  
We will investigate your complaint fully and aim to provide a resolution within 10 working days. If we need more time, we will keep you informed of progress and expected timescales.
- 3 Our decision**  
We will write to you with our findings and explain the outcome clearly. If your complaint is resolved at this stage, we will issue a final written response confirming this.
- 4 Escalation (if unresolved)**  
If you are not satisfied with our initial response, your complaint will be escalated to senior management for further review.
- 5 Final response — within 8 weeks**  
The full complaints process, including any escalation, will be completed within 8 weeks of us first receiving your complaint. We will write to you with our final position.

### Complaint timescales at a glance

Acknowledgement: within 3 working day

Target resolution: within 10 working days

Maximum process time: 8 weeks from receipt

## Independent dispute resolution (ADR)

If you have exhausted our complaints process and remain unhappy with the outcome or if 8 weeks have passed since you raised your complaint, you have the right to refer your dispute to an independent Alternative Dispute Resolution (ADR) provider.

Our approved ADR provider is:

### ADR Group

**Website:** [www.adrgroup.co.uk](http://www.adrgroup.co.uk)

*ADR Group is approved by the Chartered Trading Standards Institute (CTSI) and provides independent, impartial review of unresolved disputes. Their service is free for consumers. You must refer your dispute to ADR Group within 12 months of our final response letter.*

## What you can complain about

You can raise a complaint about any aspect of our prize draws or service, including:

- How a prize draw was conducted or the draw outcome
- Entry or ticket purchase issues (paid or free entry route)
- Prize fulfilment: if you have not received your prize or have concerns about it
- Account management, spend limits or account suspension
- Our advertising, promotions or terms and conditions
- The standard of service you received from our team

## Need support?

If at any point during the complaints process you feel you may be experiencing financial difficulty, stress or harm related to prize draw participation, we encourage you to reach out to one of the following free, independent support services:

Organisation	Contact
<b>Citizens Advice</b>	<a href="http://citizensadvice.org.uk">citizensadvice.org.uk</a>   0800 144 8848
<b>National Debtline</b>	<a href="http://nationaldebtline.org">nationaldebtline.org</a>   0808 808 4000
<b>Money Advice Trust</b>	<a href="http://moneyadvice Trust.org">moneyadvice Trust.org</a>   0800 138 1111
<b>Mind</b>	<a href="http://mind.org.uk">mind.org.uk</a>   0300 123 3393
<b>Samaritans</b>	<a href="http://samaritans.org">samaritans.org</a>   116 123 (free, 24/7)

This complaints procedure is published in accordance with Section 1.2 of the *DCMS Voluntary Code of Good Practice for Prize Draw Operators*. SevenCanyon is a signatory to this Code.

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