

Summary of Complaints received by the RNL from Members of the Public

	H1 2015	H2 2015	H1 2016	H2 2016	H1 2017	H2 2017*
Equipment in retailers not functioning / Draw Postponement	2	1	1	3	2	3
Retailer Complaint	0	2	1	0	0	2
Online Experience	3	8	14	5	3	6
Game Design / Price	0	9	10	3	4	6
Expired Scratchcards	1	2	4	1	1	2
Information Provided	0	2	4	6	2	2
Quality of materials	0	0	1	0	0	0
Not related to the Lottery	0	1	0	0	0	1
Total	6	25	35	18	12	22

Resolution of Complaints

	H1 2015	H2 2015	H1 2016	H2 2016	H1 2017	H2 2017
RNL responded directly	4	15	18	5	7	4
PLI responded after contact from RNL	2	10	17	12	5	14
Ongoing complaints	0	0	0	1	0	4

*Complaints received up to 31/12/2017