

Response

Thank you for your request under the Freedom of Information Act 2000.

The following table addresses your enquiry regarding the number of complaints received about the national lottery. This has been categorised into scratch cards and draw based games as per your request.

Year	Enquiries to GC	Scratch cards	Draw Based Games	Notes
2006	251	36	81	01/04/2006 - 31/12/2006
2007	280	61	120	
2008	309	42	136	
2009	391	27	175	
2010	394	24	125	
2011	517	11	112	
2012	493	13	79	
2013	113	15	29	01/01/2013 - 31/03/2013
	294	19	119	01/04/2013 - 31/12/2013
2014	1105	89	377	
2015	938	38	428	
2016	941	85	415	
2017	101	10	40	01/01/2017 - 18/02/2017

It should be noted that from 01/04/2013 all correspondence made regarding the National lottery were classified as 'enquiries'. Therefore the figures following this date are not a true reflection of complaints that have been received. The only way we could identify these is through a manual check of the free text comments section in the records or emails that have been attached to the record.

Section 12 of the Freedom of Information Act 2000 (FOIA) makes provision for public authorities to refuse requests for information where the cost of dealing with them would exceed the appropriate limit, which for public authorities, such as the Commission, is set at £450. This represents the estimated cost of one person spending 2.5 working days in determining whether the department holds the information, locating, retrieving and extracting the information. We estimate that it would take in excess of 2.5 working days to determine appropriate material and locate, retrieve and extract any relevant information in reference to your request as there are over 3000 records which may contain relevant information and would need to be checked. If you are able to narrow your request, in terms of the timescale or type of complaint we may be able to provide some data by working up to the time limit.

Having completed a check of our records, I can confirm that the Commission does not hold information on the number of jackpot winning tickets that resulted from a purchase of a lucky dip ticket.-

The Commission is responsible for licensing and regulating the National Lottery, ensuring the interests of participants are protected and maximising returns for Good Causes; we do not collect details on the correlation you are interested in between jackpot winner and lucky dip purchases. This information is processed by Camelot as the operator of the National

Lottery but it is not information we are required to collect in support of our regulatory functions.

Review of the decision

If you are unhappy with the service you have received in relation to your Freedom of Information request and wish to make a complaint or request a review of our decision, you should write to FOI Team, Gambling Commission, 4th floor, Victoria Square House, Victoria Square, Birmingham, B2 4BP.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Gambling Commission. The ICO can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Request

Please could you provide me with information on how many complaints have been made about the national lottery i would be interested to know what if the complaints come from ticket purchase or scratch card. Please let me know how far back you are able to go with this information.

Can you also inform me how many of the jackpot winners purchased a lucky dip ticket? and how far back you can go with this information?