

Response

Thank you for your request for the following information under the Freedom of Information Act 2000 (FOIA):

1. Records of any compliance visits to Jackpotjoy.com or Intertain Group LTD for the past 3 years – records should include details of visits with corresponding dates or if that is not available the total number of visits annualised.
2. If any audits were conducted into the operations of Jackpotjoy.com or Intertain Group LTD within the last 5 years, please provide details including dates, reason for audits and findings
3. The quarterly figures, over a 3 year period, of total complaints related to Jackpotjoy and/or Intertain Group LTD. If quarterly figures are not available, then annualised figures over a 3 year period would suffice. If possible, could you also include the split between complaints settled by Operators and those settled by the Gambling Commission as a comparative analysis.
4. Web address or data location of complaints filed with the Gambling Commission. If you have a database of complaints or summary of all complaints, could you please send me the link?

Compliance visits

Gamesys (Gibraltar) Limited (who operate jackpotjoy.com) have not been subject to a compliance visit at this time. They have however submitted their security audit as required by the conditions of their licence and have been subject to a desktop review. We do not disclose the outcomes of assessments or the security audits that we receive. Please note that they have been licensed by the Commission since 1st November 2014, prior to this, they were licensed by the Government of Gibraltar and Gibraltar Gambling Commissioner (where they continue to hold a licence).

The Commission has a statutory duty to ensure compliance with the licensing objectives, as defined in the Gambling Act 2005. Operators' compliance with their licence requirements is monitored through a number of methods, including visits, desktop compliance reviews and through information reported through other channels. Disclosing this type of information would be prejudicial to the relationship between the Commission and operators and impact on the voluntary supply of information. We consider this information exempt from disclosure under section 31 of the FOIA.

Complaints

The Commission is not a complaints handling body so we do not investigate individual complaints as a matter of course, but will take account of information provided in considering the suitability of the operator or whether to take compliance action. In some instances, we will take further action, for example where there is a threat to the licensing objectives or operators fail to have a complaints procedure in place. Our approach to complaints is detailed here: [complaints against operators](#) .

Where individuals have a dispute about a gambling transaction and have exhausted the operator's internal disputes procedures, they have the right to refer that dispute to an

independent third party (also known as the Alternative Dispute Resolution or ADR entity). The Commission does not mediate these disputes.

The Commission does not comment on individual operators or cases unless there is significant public concern about a particular operator. This includes the number of customer complaints which we consider is exempt from disclosure under section 31 of the FOIA. This is explained in more detail in the attached. When we apply a regulatory sanction, it appears on our sanctions register which is available [here](#).

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

I am requesting some information regarding complaints, compliance visits and audits into Jackpotjoy.com or Intertain Group LTD (their parent company). I have structured my request as a FOIA, though that may not have been completely necessary.

Please see my FOIA below and advise me if you need anything further from me before you can complete this request.

Under the Freedom of Information Act 2000, please provide me with copies of the following:

1. Records of any compliance visits to Jackpoyjoy.com or Intertain Group LTD for the past 3 years – records should include details of visits with corresponding dates or if that is not available the total number of visits annualised.
2. If any audits were conducted into the operations of Jackpotjoy.com or Intertain Group LTD within the last 5 years, please provide details including dates, reason for audits and findings
3. The quarterly figures, over a 3 year period, of total complaints related to Jackpotjoy and/or Intertain Group LTD. If quarterly figures are not available, then annualised figures over a 3 year period would suffice. If possible, could you also include the split between complaints settled by Operators and those settled by the Gambling Commission as a comparative analysis.
4. Web address or data location of complaints filed with the Gambling Commission. If you have a database of complaints or summary of all complaints, could you please send me the link?

Some parts of the request may be easier to answer than others. Should this be the case, I request that you release information as soon as possible.

If my request is denied in whole or in part, I ask that you justify all deletions by reference to specific exemptions of the act. I will also expect you to release all non-exempt material. I reserve the right to appeal your decision to withhold any information or to charge excessive fees. I would prefer to receive the information electronically. If you require any clarification, I expect you to contact me under your section 16 duty to provide advice and assistance if you find any aspect of this FOI request problematic.