

Response

Complaints and investigations

The Commission does not comment on individual operators or cases unless there is significant public concern about a particular operator. This includes whether there are open investigations or the number of customer complaints. When we apply a regulatory sanction, it appears on our sanctions register which is available [here](#). With regards to any ongoing investigations or complaints received, we consider this information exempt from disclosure under section 31 of the Freedom of Information act 2000 (FOIA). This is explained in more detail in the attached.

Operating results

The Commission holds this information as we require licenced operators to provide regulatory returns. These returns contain details of gross gaming yield and registered accounts as well as other information.

With regards to the information provided, this is commercially sensitive information which is provided to the Commission in confidence so we are unable to disclose this. This information is exempt from disclosure under sections 41 and 43 of the FOIA. This is explained in more detail in the attached.

We do publish aggregated figures for the industry sectors in our Industry Statistics document which you may find of interest. This 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

Pursuant to the The Freedom of Information Act 2000 (FOIA) we are writing to request information about Jackpotjoy™ and Starspins™ which are licensed and regulated by the Gambling Commission (#38905). Jackpotjoy and Starspins have been part of The Gamesys Group.

Can the Gambling Commission disclose any open or closed regulatory matters pertaining to Jackpotjoy and Starspins, any fines, sanctions, comment letters, or consumer complaints?

Lastly, we kindly request, to the extent Jackpotjoy, Starspins or its operator Gamesys are required to report to the Commission, any monthly, quarterly, or annual operating results such as revenues, gross or net wagers, amounts of taxation paid, and registered player counts such as new or total gaming users. We are primarily interested in these operating results from the beginning of 2014 to the current period ending 10/31/2015.

We are willing to cover any administrative costs involved with the production of the information contained in our request up to US\$ 50.00. Should the costs exceed this amount, we kindly request you notify us.