

## Request

Most recent annualised figures, over a 3 period, of total disputes and complaints settled by ADR entities in each of the 8 licensed areas; split between those that underwent 'Mediation' and the remaining 'Other', as comparative analysis.

## Response

Thank you for your request for the following information:

*Most recent annualised figures, over a 3 period, of total disputes and complaints settled by ADR entities in each of the 8 licensed areas; split between those that underwent 'Mediation' and the remaining 'Other', as comparative analysis.*

The Gambling Commission (the Commission) places the following requirement in the Licence Conditions and Codes of Practice:

"Licensees must arrange for a copy of the decision on, or a note of the outcome of, each dispute referred to an ADR entity to be provided to the Commission, either by the ADR entity or by the licensee." We do not collate information on whether cases have been through a mediation process and there is no requirement for operators or ADRs to provide this. Our understanding in this area is that the vast majority of these cases are dealt with through an adjudication process.

Since the start of 2015, the Commission has been collecting data directly through regulatory returns submitted by operators regarding the number of referrals to ADRs and storing such information in a searchable format. At this stage, this only provides a partial picture as we have not been through a full reporting cycle (operators submit quarterly or annual returns and the submission date is determined by the date a licence was granted which means that they are submitted in various volumes over the course of a year). This does not include notifications we have received through other channels or information from ADR entities. Once the data collection has been centralised and a full reporting cycle is completed, we will be able to provide more comprehensive figures.

The data below is taken from returns covering 2014 and 2015 but only provides a partial figure for the reasons indicated above.

Sector	Totals
Adult Gaming Centre	11
Betting	408
Bingo	7
Casino	14
Family Entertainment Centre	3
Remote Casino, Betting and Bingo	783
<b>Grand Total</b>	<b>1226</b>

Previously to this, we did not log information about disputes in a way in which it can be readily extracted from our systems, these reports were logged against the relevant operator accounts and they are not contained as a searchable field within the system. To identify the

information required would require a manual review of operator accounts and notifications, as would establishing whether we held records of any disputes which went through a mediation process.

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 well in excess of 2.5 working days to determine appropriate material and locate, retrieve and extract this information. Therefore, this part of your request will not be processed further.

### **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 Commissioners' Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Kind regards