

Response

Thank you for your recent FOI request regarding the number of complaints the Commission has received in relation to FOBT's.

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](#) .

From 2009 to date, we have 41 complaints against operators regarding gaming machines.

In addition, we also hold details of calls and emails received from members of the public which are dealt with as enquiries through our contact centre (which do not meet the definition of a complaint as referred to above). During 2014, the latest full year for which data is available, the records we hold indicate that we received 50 enquiries that referenced the terms set out in your request. As of today's date we have received 6 such contacts during 2015.

Please note that these figures are not all related to Licensed Betting Offices as gaming machines can also be sited in other types of gambling premises. The location is not always evident from the information provided.

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.

Request

I specifically require information about the amount of complaints received by the Commission which reference fixed odds betting terminals (FOBTs).

This includes, but is not limited to, other descriptions of the machines, such as:

- a) Roulette machines
- b) Slot machines in betting shops
- c) Gambling machines in betting shops
- d) Fruit machines in betting shops

I would prefer to receive this information electronically, preferably not as a PDF. If the decision is made to withhold some of this data using exemptions under the Data Protection Act, please inform me of that fact and cite the exemptions used.

If some documents which form part of this request are easier to obtain than others, then I respectfully request that you release the available information, as soon as possible.