

Response

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.

However as part of the Commission licence conditions and codes of practice all operators are required to submit figures of the amount of complaints and disputes logged per reporting period with their regulatory returns. I have collated the below information that I hope may be of some use for you. It consists of all regulatory returns that have been submitted by operators for the past three calendar years, where figures of complaints and disputes have been included. Due to the varying times of the year operators submit regulatory returns on either a quarterly or annual basis it is not practical to associate a figure submitted in a regulatory return to one calendar year, therefore for reporting purposes I have used the reporting period start date to associate the figure to the year.

Please note the method used to populate the table below and associate the regulatory returns to a specific calendar year is not the same method used to populate our industry statistics publication. The figures included are those as submitted by the operators:

| | | Adult Gaming Centre | Betting | Bingo | Casino | External Lottery Manager | Family Entertainment Centre | Remote Casino, Betting and Bingo | Society Lottery |
|------|------------|---------------------|---------|-------|--------|--------------------------|-----------------------------|----------------------------------|-----------------|
| 2012 | Complaints | 730 | 28904 | 775 | 54 | 95 | 34 | 6520 | 150 |
| | Disputes | 200 | 9210 | 302 | 29 | 3 | 8 | 2140 | 65 |
| 2013 | Complaints | 607 | 26967 | 560 | 84 | 469 | 56 | 6171 | 556 |
| | Disputes | 92 | 9058 | 177 | 45 | 407 | 25 | 2153 | 415 |
| 2014 | Complaints | 287 | 34722 | 147 | 74 | 661 | 7 | 29318 | 596 |
| | Disputes | 24 | 11936 | 96 | 40 | 643 | 1 | 16288 | 404 |

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

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

Most recent annualised figures, over a 3 period, of total complaints by type in each of the 8 licensed areas; split between those settled by Operators and those settled via the Gambling Commission, as comparative analysis.

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.