



# GAMING DISPUTES PROCEDURE

Customer Information

## GAMING DISPUTES PROCEDURE

Crown London fully supports the objective detailed in the Gambling Act 2005 that gambling is conducted in a fair and open way.

Should you have a complaint or dispute about a gambling-related decision, a member of our management team should be able to settle the problem for you at the time.

If you are not satisfied with their decision, and all internal avenues of dispute resolution have been exhausted, you may refer the matter to the Alternative Dispute Resolution entity (ADR), which is the Independent Betting Adjudication Service (IBAS).

IBAS will look at the matter on your behalf and reach an independent decision about whether you have a valid claim. This applies equally to table games and any gaming machines located on the premises.

Crown London's three-stage dispute resolution process is as follows:

### **1. *Raising a Complaint***

Raise your complaint with a dealer or inspector at the table. If you are unhappy with their decision, raise your complaint with the Area Manager or Casino Manager, preferably at the time.

### **2. *Escalating a Complaint Internally***

If you are still not satisfied, please send your complaint in writing to the Senior Casino Manager at the following address:

Crown London  
27-28 Curzon Street,  
London  
W1J 7TJ

Your request will be acknowledged within 3 working days.

From the date we receive your written complaint, we will thoroughly investigate your concerns and whether we can resolve your complaint internally. We will contact you in writing with the final outcome, and provide instruction should you wish to progress the matter with IBAS externally.

### **3. Escalating a Complaint Externally**

Where Crown London cannot settle the complaint internally, you may refer the matter in writing or by email to IBAS at the following address:

IBAS  
PO BOX 62639  
London  
EC3P 3AS

[www.ibas-uk.com](http://www.ibas-uk.com)  
[ibasteam@ibas-uk.co.uk](mailto:ibasteam@ibas-uk.co.uk)

## **INDEPENDENT BETTING ADJUDICATION SERVICE (IBAS)**

### ***General information***

IBAS offers what is known as Alternative Dispute Resolution (ADR). You can find out more about IBAS by visiting their website: [www.ibas-uk.com](http://www.ibas-uk.com)

IBAS only deals with disputes after all reasonable efforts have been made to resolve the matter between the casino and the customer. If you contact IBAS before you have tried to settle the problem with the club, there is a good chance that your request for adjudication will be turned away. The IBAS service is free of charge.

## ***IBAS ADR Process***

In order to make a claim through the IBAS website, you will need to complete an online claim form. You can locate the form by clicking on 'Consumers' and then 'Make a Claim'.

You will need to register with the service using a valid working email address. Registration is quick, easy and free of charge.

If you have any difficulty using the website, you are welcome to complete a claim form by hand. IBAS can post you a form to complete and return.

To request a form, either telephone IBAS on 020 7347 5883 or write to them at: IBAS, PO BOX 62639, London, EC3P 3AS

Once IBAS has received your completed claim form, they will contact your casino to seek their response.

One of the IBAS Case Managers will then send any further questions to either you or the casino until they are satisfied that they have all of the information they need to make an informed decision.

After that, the file containing all of that information is sent to members of their Adjudication Panel. The panellists may have further questions or they may be satisfied that they have enough material to issue an adjudication.

Once they have reached their decision, their findings are typed up and either emailed or posted to both you and your casino simultaneously. IBAS rulings shall be legally non-binding on the Consumer but binding on the Operator, unless the value of the dispute exceeds £10,000.

Typically, the whole process will take between 10 and 12 weeks but some cases are resolved faster and other, more complicated cases, may take longer.

## GROUNDINGS TO REFUSE TO DEAL WITH AN ALTERNATIVE DISPUTE RESOLUTION

The reasons a dispute can be refused:

- a) An ADR feels that not enough effort has already been made to try and resolve the problem with the gambling business.
- b) The dispute appears to the ADR to have no substance or any realistic prospect of success for you (this is described in the law as being 'vexatious or frivolous').
- c) It is more than 12 months since your last meaningful efforts to try to resolve the dispute – any dispute older than this becomes extremely difficult to look into because of records not being kept or, quite simply, the memories of both parties having faded.
- d) The ADR believes that the matter under dispute is either too legally technical for them to deal with or a matter that requires police intervention, such as where the dispute involves an allegation of a crime being committed.
- e) The dispute relates to a customer with an apparent gambling problem that should be considered by safer gambling specialists at the Gambling Commission.
- f) The company you are in dispute with isn't registered with IBAS and has chosen to have their customer complaints handled by a different ADR service.

Crown London practices the responsible services of gaming and alcohol



Crown London  
27-28 Curzon Street  
London W1J 7TJ  
Tel: 020 7499 4599  
[www.crownlondon.co.uk](http://www.crownlondon.co.uk)

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and the responsible service of alcohol



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