

How do I complain about a gambling transaction?

All licensed operators should have a clear policy on dealing with complaints. This policy must include the process to follow in making a complaint and it should be readily available to you in writing.

1. Complain to the operator concerned providing as much detail as possible. It is worth while keeping a full record of the complaint.
2. If you are not satisfied with the outcome ask the operator to provide details of their appointed independent third party to whom you can refer your complaint, free of charge.

Always exhaust the operator's complaints procedure before looking at other alternatives.

What happens if the independent third party does not find in my favour?

Normally that will be the end of the matter. The Commission is unlikely to reopen the enquiry unless there is clear evidence that the operator has not complied with its obligations.

However, please note that since 1 September 2007 gambling contracts have been legally enforceable under the Gambling Act 2005. If you think you have an actionable case against an operator you should consult a lawyer. The Commission does not give legal advice on this or any other area.

What happens if the operator has not dealt with my complaint properly?

If you feel that an operator does not have a proper complaints procedure, you have been "fobbed off" or the operator cannot provide details of an independent third party, you can complain to the Commission about the operator's failure to operate a proper complaints process.

If the Commission thinks your complaint is reasonable then we may take this up with the operator concerned. Such complaints may not be dealt with immediately as the Commission may choose to record your communication for ongoing monitoring purposes, but you can expect an acknowledgement of your complaint within five working days.

Can the Commission help to get my money back?

Generally the answer to this question is no. The Commission has no power to order an operator to refund stakes which have been freely placed with an operator or put into a gaming machine.

If an individual has lost a significant sum of money this may be the catalyst for recognising that they may have a problem with gambling. In such circumstances the individual can ask an operator to exclude them from the premises or website and should seek help from one of the problem gambling organisations.

Licensed operators contact details for Great Britain

If you want to make a complaint but do not have the contact details for a licensed operator:

- the Commission's public register of licensed operators provides basic details
- if the operator is a member of a Trade Association you can contact that Trade Association for details.

If you cannot find the appropriate details then please contact the Commission.

You can contact the Gambling Commission at:

Victoria Square House
Victoria Square
Birmingham B2 4BP
Tel: 0121 230 6666
Fax: 0121 230 6720
info@gamblingcommission.gov.uk