

Do you have a Complaint?

- about the conduct of wagering?

3. Make a Written Complaint

You may make a written complaint (using the back of this form) to the Liquor and Gaming Branch at the address listed in the contact section.

The Branch, will if necessary, refer the matter to the Tasmanian Gaming Commission.

4. About the Gaming Commission

The Tasmanian Gaming Commission is an independent body. Its functions include:

- the regulation of wagering to ensure that it is fair;
- ensuring the integrity of people working in the wagering industry; and
- the review of complaints that are unable to be resolved by other means.

CONTACT DETAILS

Liquor & Gaming Branch

Department of Treasury and Finance

GPO Box 1374, Hobart TASMANIA 7001

Southern Tasmania

2nd floor, 80 Elizabeth Street, Hobart 7000

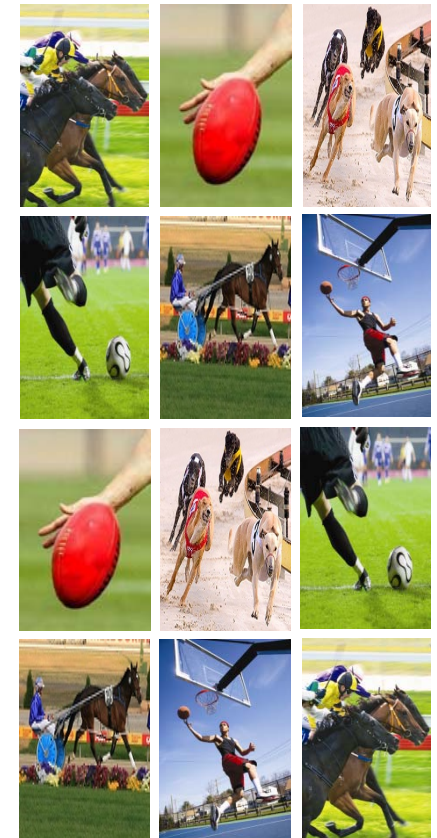
Phone: (03) 6233 2475

Fax: (03) 6233 2886

North/North Western Tasmania

3rd Floor, Henty House, Civic Square
Launceston 7250

Email Wagering: wagering@treasury.tas.gov.au



YOUR DETAILS

Your Name: _____

Your Address: _____

Postcode: _____ Your contact number:

() _____

COMPLAINT DETAILS

Name of Outlet: _____

Town: _____

Date of Incident: _____

Details of staff who dealt with the incident:
(if applicable)

Name/s:

1. _____

2. _____

DETAILS OF THE INCIDENT

Race Betting

Country: _____

Race Type: *circle one*

Thoroughbreds Harness Greyhounds

Track Name: _____

Race Number: _____

Selection: _____

Date Bet Placed: _____

Bet Type: _____

Bet Amount: _____

Sports Betting

Sport: _____

Name of competition: _____

Event: _____

Date of Event: _____

Date Bet Placed: _____

Bet

Type: _____

Bet

Amount: _____

Please provide as many details as you can, including the problem encountered, an explanation of the complaint and if available, a copy of the betting ticket. (e.g. is the complaint about how a bet was settled or an interpretation of a wagering rule).

YOUR RIGHTS - WAGERING

If you have a wagering complaint (this includes totalizator (pool or pari-mutuel) betting and sports betting), there are several steps that you may take to have a decision reviewed.

1. Talk to the Totalizator Agent

The first thing to do is to talk to the Totalizator Agent. This can be a quick and easy way of resolving complaints.

Most wagering disputes can be resolved through talking to the Totalizator Agent.

The Totalizator Agent will explain the reason for a decision. You:

- can give any new information; and
- any mistakes can be cleared up.

2. Talk to Liquor & Gaming Branch

You can ask to have a matter investigated by the Branch. The Branch's role is to ensure that Approved Outlets deal fairly with wagering patrons.

You can contact the Branch during business hours on one of the numbers listed in the contact section of this form.

The Branch will consider the evidence and relevant rules and make a decision. If you are still not satisfied with the decision, you can make a written complaint.