

## REGULATION OF LICENSED PROVIDERS UNDER THE GAMING CONTROL ACT 1993

<b>PROVISION</b>	PLAYER COMPLAINTS
<b>SECTION OF THE ACT</b>	76ZN

### EXPLANATION

The Act requires that any complaint received in writing by the Tasmanian Gaming Commission is investigated. The Commission may refer the complaint to the licensed provider to investigate.

### ACT REQUIREMENTS

A person has the ability to make a written complaint to either the Commission or the licensed provider about the conduct of a gaming activity, the licensed provider or a special employee. The Commission must either investigate the complaint itself, or refer the complaint to the licensed provider.

If a complaint is referred to it, the licensed provider must investigate the complaint. Within 21 days of receiving a complaint, or having a complaint referred to it, a licensed provider must provide a written response to the complainant, along with a copy to the Commission if the complaint was referred. Failure to complete any of these action could result in a fine of up to \$7 200.

If a complainant is aggrieved by the result of an inquiry conducted by a licensed provider, the complainant may request the Commission to investigate the complaint.

A decision by the Commission following an inquiry is binding on both the licensed provider and the complainant.

### TIMEFRAMES

This provision commences immediately a Tasmanian Gaming Licence is issued.

## SUGGESTED PROCESS

A licensed provider must investigate any written complaint it receives, or any written complaint referred to it by the Commission. A written response must be provided to the complainant, and if referred to by the Commission, a copy to the Commission. If a complainant is aggrieved with the outcome of the investigation by the licensed provider, the Commission can also investigate the complaint.

## LIQUOR AND GAMING CONTACT DETAILS

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