

Tasmanian Liquor and Gaming Commission

The Tasmanian Liquor and Gaming Commission is an independent body, its functions include:

- Regulating gambling to ensure that it is fair
- Reviewing complaints that are unable to be resolved by other means
- Ensuring the integrity of people working in the gambling industry
- Fostering responsible service of gambling and minimising gambling harm.



Tasmanian Liquor and Gaming Commission



www.gaming.tas.gov.au



gaming@treasury.tas.gov.au



(03) 6166 4040



Liquor and Gaming Branch
Department of Treasury and Finance
GPO Box 1374
HOBART TAS 7001

For information and support contact:

Gamblers Help

You can access Gamblers Help by scanning here:



gamblinghelponline.org.au



1800 858 858



To arrange an in-person counselling session, exclusion or group support call 1800 243 232

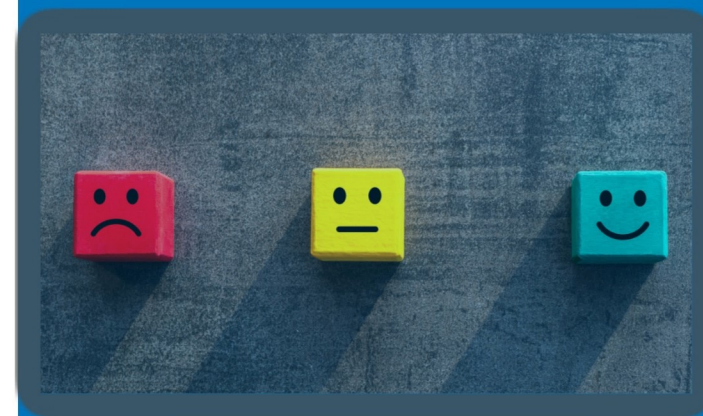
Gamblers Help is available at any time, 24/7, 365 days a year. Help is confidential and free.

Gamblers Help supports people who gamble - and their family and friends.

ORB04 - March 2024

Complaints

Do you have a complaint about the conduct of gaming or wagering?



Gamblers Help
1800 858 858

Tasmanian Liquor and
Gaming Commission



Do you have a complaint?



1. Talk to staff

The first thing to do is talk to staff. You may be able to provide information so that issues can be cleared up. This can be a quick and easy way to resolve complaints.

2. Make a written complaint

If staff are unable to resolve your complaint you can make a written complaint to the relevant gambling operator. A list of gambling operators is on the Liquor and Gaming website.

You can use the gambling operator’s form or the form on the Liquor and Gaming website (www.gaming.tas.gov.au) to make a written complaint or send an email. A written complaint must include your name and address and the details of the complaint.

There are legislative requirements for gambling operators to investigate and respond in a timely manner to your complaint.

Written notice of the results of the investigation must be provided to you and the Tasmanian Liquor and Gaming Commission within 21 days of receiving the complaint. The Commission may extend this period if appropriate.

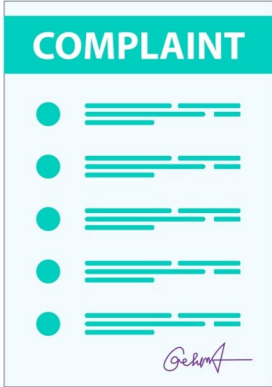
3. Refer the matter to the Tasmanian Liquor and Gaming Commission

If you are dissatisfied with the outcome of your complaint, you may refer the matter to the Commission for further investigation.

Scanning the QR code will take you to a complaint form or you can send your complaint by email or by post.



As soon as practicable after receiving a complaint, the Commission must either investigate or refer the complaint to the relevant gambling operator.



What details should I include in my complaint?

- My name and address.
- The date and time of the incident/matter the complaint is about.
- The type of gambling the complaint is about (eg, race wagering or electronic gaming machines).
- Relevant details about the type of gambling (eg, for race wagering, the type of race, race numbers, the track, location, amount bet and type of bet).
- Provide/attach copies of any relevant documents in relation to the complaint (eg, for race wagering, relevant betting slips).