

Do you have a complaint?

Take the following steps.

1. TALK TO THE VENUE STAFF

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

If venue staff are unable to resolve your complaint, they should pass it on to the relevant gambling operator.

2. TALK TO THE LIQUOR AND GAMING BRANCH

You can ask to have a matter investigated by the Branch. The Branch's role is to ensure that gambling operators deal fairly with their patrons.

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

3. MAKE A WRITTEN COMPLAINT

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

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

About the 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;
- ensuring the integrity of people working in the gambling industry; and
- reviewing complaints that are unable to be resolved by other means.

CONTACT DETAILS

Liquor and Gaming Branch

Department of Treasury and Finance
GPO Box 1374
Hobart, TAS 7001

Phone: (03) 6166 4040
Fax: (03) 6173 0218

Email: gaming@treasury.tas.gov.au

www.gaming.tas.gov.au

www.gamblinghelponline.org.au

GamblersHelp 
1800 858 858

Tasmanian Liquor and
Gaming Commission


Tasmanian
Government

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



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The longer you play,
the more you lose.

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