

**Do you have a complaint?**

**Take the following steps.**

### **I. 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

**Southern Tasmania**  
Salamanca Building, Parliament Square  
4 Salamanca Place  
Hobart, TAS 7000

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

**North/North Western Tasmania**  
3rd Floor, Henty House, 1 Civic Square  
Launceston, TAS 7250

Phone: (03) 6777 2777  
Fax: (03) 6173 0218

Email: [gaming@treasury.tas.gov.au](mailto:gaming@treasury.tas.gov.au)

**[www.gaming.tas.gov.au](http://www.gaming.tas.gov.au)**

**[www.gamblinghelponline.org.au](http://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?**



**ODDS R**

The longer you play,  
the more you lose.

GamblersHelp 

**1800 858 858**

Tasmanian Liquor and  
Gaming Commission

  
Tasmanian  
Government

## YOUR DETAILS

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_

Email: \_\_\_\_\_

Contact number: (     ) \_\_\_\_\_

## GAMING STAFF DETAILS

Name(s) of staff who assisted with the incident:

1. \_\_\_\_\_

2. \_\_\_\_\_

Venue/outlet (if applicable): \_\_\_\_\_

Town/City (if applicable): \_\_\_\_\_

## INCIDENT DETAILS

Date of incident or event: \_\_\_\_\_

## Gaming machine

Machine number: \_\_\_\_\_

Credits: \_\_\_\_\_

Name of game: \_\_\_\_\_

Time: \_\_\_\_\_

## Keno

Game number: \_\_\_\_\_

Number of spots: \_\_\_\_\_

Ticket cost: \_\_\_\_\_

Numbers selected: \_\_\_\_\_

Time: \_\_\_\_\_

## Lottery

Name of game: \_\_\_\_\_

Draw(s): \_\_\_\_\_

Date of draw(s): \_\_\_\_\_

Number of games: \_\_\_\_\_

Numbers selected: \_\_\_\_\_

Ticket cost: \_\_\_\_\_

## Race wagering

Country: \_\_\_\_\_

Race type: (circle one)

Thoroughbreds

Harness

Greyhounds

Track name: \_\_\_\_\_

Race number: \_\_\_\_\_

Bet type: \_\_\_\_\_

Selection: \_\_\_\_\_

Bet amount: \_\_\_\_\_

Date bet placed: \_\_\_\_\_

## Sports betting

Sport: \_\_\_\_\_

Name of competition: \_\_\_\_\_

Event: \_\_\_\_\_

Bet type: \_\_\_\_\_

Selection: \_\_\_\_\_

Bet amount: \_\_\_\_\_

Date bet placed: \_\_\_\_\_

Number of spots: \_\_\_\_\_

## Casino table game

Name of game: \_\_\_\_\_

Amount of bet: \_\_\_\_\_

Time: \_\_\_\_\_

## DESCRIBE WHAT HAPPENED

- What is your complaint about (e.g. how a wager was settled or how a rule was interpreted)?
- Did you speak to gaming staff at the time?
- Have you notified any other agency?
- Provide a copy of any tickets (if applicable).

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