

## 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 Liquor and 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 actions could result in a fine of up to 60 penalty units for each breach.

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 within 21 days, 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 may also investigate the complaint. A decision of the Commission, following inquiry, is binding on the licensed provider and the complainant.

## **LIQUOR AND GAMING CONTACT DETAILS**

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**Prepared by the Liquor and Gaming Branch**

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