

BACTA ADR SERVICE

Annual Report

October 2015 ~ September 2016

Number of domestic disputes received	21 of which 5 were assessed to be appropriate for full ADR
Number of cross-border disputes received	N/A
Types of complaints leading to dispute	Five complaints related to the outcome of gambling within AGC premises, and two within bingo premises. Without exception all seven disputes related to allegations of machine malfunction and return to player (RTP) issues. Four disputes were resolved in favour of the customer; three resolved in favour of the Operator.
Systematic complaints leading to disputes	Machine RTP issues as above and bingo callers not hearing winning claims from players.
Recommendation by ADR entity	Consideration for operators to share relevant machine data information with complainants to demonstrate that RTP was within acceptable parameters at time(s) of play. Operators reminded of their obligation to thoroughly investigate complaints internally before referring complainants to ADR.
Number of disputes refused	Nil
Number of ADR procedures discontinued	19% (7) of total due to complainant not having initiated the complaint procedure with the company prior to ADR. 24% (5) of total due to complainant contacting an ADR entity not authorised to deal with the gambling sector from whence the complaint originated. 9% (2) of total due to complaint being not connected with the outcome of gambling i.e. customer care issues. 5% (1) of total due to a self-excluder claiming losses after gaining access and gambling. 5% (1) of total due to complainant discontinuing dispute procedure with no explanation or response to communication seeking a reason.
Average time taken to resolve disputes	26 days
Rate of compliance by Traders and Consumers	100%
Co-operation with ADR networks to facilitate cross -border disputes	N/A