



In association with



Gambling Act 2005
Licensing Conditions and Codes of Practice
Complaints Procedure

Crown Leisure Complaint Procedure (Gambling Operations)

Crown Leisure (the Company) endeavours to provide a high quality service to its customers and team members are trained how to deal with complaints swiftly on site at the time of the incident. However we know that sometimes things don't happen exactly as they should. If your complaint was not resolved to your satisfaction at our premises, then we want to know about it, please use the following procedure to inform us so we may take the necessary action.

This complaint form is to be used where your complaint relates to a **gambling machine** and/or our **gambling operations**.

In the event you have a complaint that **does not** relate to a gambling related activity you need not fill out this form, but send a letter or email to the address listed

How to make a complaint

- Complaints will be dealt with confidentially & should be submitted in writing
- The attached **form** should be used to record and submit complaints, by using the form you can assist us to identify the specific site, machine, team member(s) and nature of the problem you experienced which will make it easy for us to resolve the issue for you
- Give as much detail as possible including details of independent witnesses and any other relevant information in order to assist the Company in the investigative process.

What happens next?

The Company will investigate and provide a full explanation of what we have done within **15 working days** of receiving a complaint. If this is not possible we will explain why and give a date by which a full response can be expected.

If you are not satisfied with our response

- You may consider writing to an Alternative Dispute Resolution (**ADR**) Entity, requesting that the matter be reviewed, enclosing all previous correspondence relating to the complaint including the original complaint form.
- The ADR entity will acknowledge receipt of your correspondence without undue delay and, after review, inform you of its findings and recommendations, usually within **60 days**.
- The review process is thorough and based upon the information that both parties and other independent sources provide.

The ADR entity **will not** normally consider a complaint **until you have written to, and had a response from us** using the procedure detailed above.

Name and address of ADR Entity: BACTA ADR Service, 29-30 Ely Place, London, EC1N 6TD

Email Address: enqs@bactaadrservice.org.uk

Website: www.bactaadrservice.org.uk

It is highly recommended that you visit the ADR entity's website (as above) so that you are fully aware of the procedural rules and other related information.

Please detach the completed Complaints Form from the Complaints Procedure so you still have our details and post to:

Compliance Manager
Crown Leisure
Unit 1 Martland Mill Industrial Estate
Martland Park
Hillridge Road
Wigan
WN5 0LS

Address for email complaints: howdidwedo@crowpleisure.co.uk

Complaint Form

Your name:

Your address:

Your postcode:

Your preferred phone number:

Your email address:

Is this an initial complaint or a follow up to a previous incident?

VENUE WHERE COMPLAINT OCCURRED

Name of Premises:

Address:

Name(s) of staff member(s) that you initially raised your complaint with:

.....

Date of Incident:

Time of Incident:

Names & Addresses or contact telephone numbers of any *independent* witnesses.

.....

.....

.....

.....

Name of machine your complaint relates to:

If possible please state the machine number:

In your own words please describe the nature of the complaint – in particular what do you think we did wrong, and what action would you like us to take to resolve your complaint:

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

..... if you require more space please continue on page 6

Your signature: Date:

.....

For Office Use Only

Appointed Manager dealing:

Date complaint received: Date complaint acknowledged:

Date reply sent:

Details of reply/action taken:

.....

.....

.....

.....

If complaint still unresolved by Company

Date complainant referred to BACTA:

Signature of manager:

