

## **The Responsible Gambling Code | Complaints procedure**

- Any complaint against an ABB member for non-compliance with any aspect of this Code of Conduct will be subject to review by the independently chaired Responsible Gambling Committee.
- Complaints will be able to be submitted by any member of the public or any ABB member with a procedure for doing so clearly set out on the ABB website.
- All complaints and subsequent decisions will be published on the ABB website.
- Under the review process the ABB Council will have the power to revoke membership of the ABB if an operator is found to be wilfully in contravention of the Code.

If you believe there has been a breach of any of the measures listed in [The Responsible Gambling Code](#) then you can complain in writing to the ABB, below.

If your complaint relates to advertising and the operator in question is also a member of The Senet Group the complaint may be referred straight on to The Senet Group for a response; we will notify you if this is the case. The Senet Group's complaints procedure may vary and is set out [here](#). The Senet Group members are: William Hill, Ladbrokes, Coral, Paddy Power and Scotbet.

### **How to complain**

Please submit your complaint in writing to the ABB at [mail@abb.uk.com](mailto:mail@abb.uk.com) or Association of British Bookmakers, 25 Buckingham Palace Road, Warwick House, London, SW1W 0PP.

Your complaint should clearly state which aspect of the Code you believe has been infringed, the details of the infringement, and the name of the operator along with shop location or address. You may provide supplementary evidence such as a photograph if you wish.

### **What happens next**

We will acknowledge your complaint in writing and confirm whether or not we are taking it forward. Any complaints found to be frivolous or vexatious will not be investigated.

Circumstances in which a complaint would not be considered would be: if it related to a Senet member and advertising; if the incident occurred more than 3 months ago or prior to this Code coming into effect on November 1<sup>st</sup> 2015, or if the complaint did not relate to a Code requirement on operators.

### **Investigations**

All accepted complaints will be sent to the independent (non-industry) chairman of the ABB Responsible Gambling Committee, another operator member of the Committee, and the operator in question, in order for an investigation to commence. Your identity will remain undisclosed to both parties.

Additional information may be requested from the operator or the complainant. The Committee may also call upon expert third parties, where required in any investigation.

A panel made up of at least one other member of the Responsible Gambling Committee, the Chairman of the Responsible Gambling Committee, and an ABB representative will be convened to

review the evidence and make a decision. In exceptional circumstances you may be asked to provide oral evidence to the panel.

The Responsible Gambling Committee is made up of gambling and harm prevention experts, such as GamCare and the RGT, as well as operators.

### **Decision making**

The panel's provisional decision must be made within 60 days of the original complaint being received, though all endeavours will be made to respond sooner where possible. The decision, along with reasons, will be provided to both complainant and operator simultaneously and in writing. Each side will have ten working days to appeal the decision.

The panel will then consider any further representations, if necessary, and make its final decision within ten further working days. The panel's final decision will be communicated in writing and simultaneously published on the ABB website.

Where reasonable the decision and investigation periods may be extended or shortened.

### **Breaches**

Any final decision finding an ABB member in breach of the Code will be considered by the ABB Council. Any member found in wilful breach of the Code may be expelled from the ABB by the Council, or subject to a separate sanction, at the discretion of the Committee. Details of any sanction will be published within the text of the final decision document.