



## What Customers need to have in place to deal with Complaints

It is good practice for any premises we supply a machine to with a permit or automatic entitlement for them to have a written procedure for handling customer complaints and disputes regarding the use of gaming machines. Customers involved in any dispute should be provided with the following:

1. Appointed person to contact
2. A copy of your complaint procedure

If the dispute is not resolved a customer may take legal action in the small claims court. You may wish to use an ADR entity (Alternative Dispute Resolution) which is likely to avoid the court process and provide mediation and adjudication.

The Bacta ADR service is available for any licensee to join. To register and enrol the cost is £200 for 12 months. Full details can be found at <http://bactaadrservice.org.uk>

If this has proven unsuccessful then to resolve any issues as quickly as possible, it is important that we have as much information as possible, including:

- Your full name
- Your contact details
- Details of the issue – tell us when it happened, what time and include any screenshots or other information you have handy
- You can get in touch with us by telephone or live chat, and these details can be found at the bottom of this web page.
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Please let us know if we can make this journey more accessible for you, such as any reasonable adjustments or assistance throughout the process. This lets us help you better when resolving any issues.

We love hearing from you on our social media sites, however, they don't fall within this journey. So, we're unable to respond to any complaints raised through these channels.

## ESCALATING ISSUES

If you are unhappy with our initial response in shop, you can escalate any issues to our head office complaints through our website ([Insert SX Leisure Link](#)) or QR code for complaints in shops.

**SX Leisure QR Code Generated and stick on slot machines as well.**

Once you've let us know, we'll acknowledge this within 24 hours. Our team will then thoroughly investigate your concerns and discuss how they can help.



We pride ourselves on dealing with complaints in a fair and appropriate manner. Our aim is to show you that we have understood your complaint and explain any steps we can take to address the issue.

When resolving your complaint, here's our promise to you:

**Accessibility:** We'll make sure that our complaints procedure is easily accessible to all customers.

**Transparency:** Throughout the process of resolving your complaint, we'll maintain transparency, providing clear updates and explanations to you.

**Confidentiality:** We treat all complaints with strict confidentiality, sharing information only with those directly involved in resolving your complaint.

**Timeliness:** We'll always acknowledge your complaint promptly and provide timely updates on the progress of the investigation and resolution.

Our aim is to always reply to you within 10 working days, although we may need to take the full 8 weeks that the Gambling Act allows depending on the complexity to ensure a full investigation.

**Fairness and Impartiality:** We'll always handle your complaints in an unbiased manner.

**Straightforward Communication:** We will always communicate with you respectfully and in plain straightforward language.

If at any time we need more information, we'll reach out to you with our questions. If we don't hear back from you within a reasonable timeframe, we may "stop the clock" on our timeframe until you respond with this information. When you get back to us, we'll restart the clock.

### **IF YOU'RE UNHAPPY WITH OUR RESPONSE**

We will always be clear when you've reached the end of this journey with us. Our Head Office Team will confirm when they consider your issue resolved and send you a final response via email.

If you have received a final response email, but we haven't been able to resolve the issue to your satisfaction, you can ask for your complaint to be looked at by the Independent Betting Adjudication Service - IBAS. This is a free service.

To refer your complaint to IBAS or for more information, including the types of complaints they can and can't look at, visit <https://www.ibas-uk.com>

### **CONTACT DETAILS**



We've also got a huge selection of Safer Gambling tools available to help you make sure your time on site remains fun and affordable. Click below to visit the gambleAware Safer Gambling Hub for more information.

<https://www.gambleaware.org>