



# **Player Dispute Resolution Process For Interactive Gaming**

## **1 INTRODUCTION**

In keeping with this Legislation, Licensees under the Act are required to comply with this Code of Practice and are required to submit a signed copy of this Code of Practice in their License Application. The Code will be subject to variation from time to time.

A key component of the Vanuatu Interactive Gaming Regulator is to provide players with a method of submitting a complaint relating to any Authorised Licensee (Operator) licensed by the Vanuatu Government.

As a result of the initiative, Global Gaming Regulators Limited has a Dispute Resolution Officer, a dedicated complaints email address ([complaints@gamingregulator.com](mailto:complaints@gamingregulator.com)).

## **2 COMPLAINTS PROCESS**

1. All complaints must be in writing and must contain clear and unequivocal information about the complainant's identity, and provide all the relevant details regarding the complaint and the steps that were taken to address the complaint with the operator.
2. Complaints must be submitted to Global Gaming Regulators not less than seven (7) days and not more than six (6) months after the date on which the subject matter of the complaint first arose.
3. All submitted complaints are acknowledged in writing (email) within twenty-four (24) hours and entered onto the master case file.
4. As soon as practicable after a complaint is received, Global Gaming Regulators will review the complaint submission to establish its validity in order to commence such investigations as may be required under the circumstances.
5. Unless Global Gaming Regulators in its sole discretion directs otherwise, the details of all complaints, including the identity of the complainant, will be provided to the Authorised Client Provider (Licensee) against which the complaint is made for response.
6. Global Gaming Regulators will advise the complainant of the actions being taken to assist in resolving the complaint.
7. The Licensee must provide to Global Gaming regulators a full and detailed response to the complaint within seven (7) days, or such other time as Global Gaming Regulators may direct.



To assist in the resolution of a complaint, Global Gaming Regulators may request additional information from the complainant, the Licensee or any third person, including an Approved Agent.

After its investigations of a complaint are complete, Global Gaming Regulators will:

1. dismiss the complaint as unfounded;
2. uphold the complaint in whole or in part;
3. direct the Licensee to take any steps that Global Gaming Regulators may, in its sole discretion, deem necessary to resolve the complaint;
4. direct a Licensee to pay the costs incurred by Global Gaming Regulators in its investigation of the complaint; and/or
5. issue any other directions or take any other steps as Global Gaming Regulators, in its sole discretion, deem appropriate under the circumstances.

All complaints should be sent to:

[complaints@gamingregulator.com](mailto:complaints@gamingregulator.com)

All enquiries relating to this document should be sent to:

The Regulator of Interactive Gaming

C/O Global Gaming Regulators

PO Box 3113

Port Vila

Vanuatu

[enquiries@gamingregulator.com](mailto:enquiries@gamingregulator.com)