



**GREAT BRITAIN GAMBLING COMMISSION  
QUARTERLY ALTERNATIVE DISPUTE RESOLUTION REPORT**

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**COVERAGE PERIOD:  
1 OCTOBER 2022 TO 30 SEPTEMBER 2023**

**CERTIFICATE NUMBER: E22ADR04  
REPORT DATE: 30 OCTOBER 2023**

**CONFIDENTIAL**

DISPUTE VOLUMES	
<b>Total Number of Disputes Received</b>	960
<b>Total Number of Domestic Disputes</b>	960
<b>Total Number of Cross-Border Disputes</b>	0

DISPUTE STATUS	
<b>Completed</b>	476
<b>Invalid/Discontinued</b>	484

VALID DISPUTES BY TYPE	
<b>Bonuses &amp; Promotions</b>	52
<b>Deposits &amp; Withdrawals</b>	219
<b>Disputed Bets</b>	21
<b>Game Fairness</b>	2
<b>ID Verification</b>	67
<b>Locked Accounts</b>	52
<b>Responsible Gambling</b>	34
<b>Game or Event Results</b>	29

SYSTEMATIC PROBLEMS	
<b>Operator Complaint Process Not Exhausted First</b>	311 of the 484 (64.2%) of invalid disputes received have not yet been through the operator's Internal Complaint Procedure (ICP). This is a communication issue between the operator's and their customers and requires better management at operator level. Additional guidance from the GC would be beneficial.

REFUSED DISPUTES	
<b>Operator Complaint Process Not Exhausted First</b>	311
<b>Disputes Closed at the Player's Request</b>	2
<b>Player Communication Ceased</b>	5
<b>Frivolous or Vexatious Disputes</b>	1
<b>Operator Not Registered with eCOGRA</b>	27
<b>Dispute Claim Value Below Threshold</b>	0
<b>Disputes Outside 12 Month Time Limit</b>	0
<b>Duplicate Dispute/Dispute Already Submitted</b>	30
<b>GB Gambling Commission Regulatory Issues</b>	87
<b>Too Complex/Requires Legal/Police Investigation</b>	16

DISCONTINUED DISPUTES	
<b>Number of Disputes Discontinued for Operational Reasons</b>	5
<b>Reasons for Discontinuing Disputes</b>	Disputes are discontinued if for operational reasons the dispute cannot be completed.

**AVERAGE RESOLUTION TIME**

<b>Average Time Taken to Resolve Domestic Disputes</b>	33.5 days
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**RATE OF COMPLIANCE WITH RESOLUTION**

<b>Resolutions in Favour of the Player</b>	To the best of our knowledge, any resolutions made in favour of the player have been complied with. We strongly believe that if the resolutions were not complied with the player would have contacted us again to receive an update.
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**ADR NETWORK CO-OPERATION**

<b>Meetings with ADR Service Providers</b>	eCOGRA have actively engaged with other ADR Service providers to discuss common issues and highlight areas of concern.
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**DISPUTE CONCLUSIONS**

<b>Ruled in favour of the operator</b>	69.22%
<b>Conceded by operator (either as a goodwill gesture or admission of fault) or compromise agreed with the player</b>	23.53%
<b>Ruled in favour of the consumer</b>	7.25%