



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

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**COVERAGE PERIOD:  
1 OCTOBER 2021 TO 30 SEPTEMBER 2023**

**CERTIFICATE NUMBER: E22ADR05  
REPORT DATE: 30 OCTOBER 2023**

**CONFIDENTIAL**

DISPUTE VOLUMES	
<b>Total Number of Disputes Received</b>	1871
<b>Total Number of Domestic Disputes</b>	1871
<b>Total Number of Cross-Border Disputes</b>	0

DISPUTE STATUS	
<b>Completed</b>	855
<b>Invalid/Discontinued</b>	1016

VALID DISPUTES BY TYPE	
<b>Bonuses &amp; Promotions</b>	110
<b>Deposits &amp; Withdrawals</b>	383
<b>Disputed Bets</b>	48
<b>Game Fairness</b>	6
<b>ID Verification</b>	104
<b>Locked Accounts</b>	96
<b>Responsible Gambling</b>	54
<b>Game or Event Results</b>	54

SYSTEMATIC PROBLEMS	
<b>Operator Complaint Process Not Exhausted First</b>	677 of the 1016 (67.6%) 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.
<b>Responsible Gambling</b>	The remit of the ADR service provider is to investigate transactional and/or contractual disputes only. Responsible Gambling disputes often leave vulnerable players caught in limbo as the ADR Service provider is unable to assist and the Gambling Commission cannot resolve or make decisions on complaints regarding gambling-related transactions.
<b>ID Verification</b>	There is a misunderstanding from consumers with regards to requests for enhanced due diligence ('EDD'), including source of funds and/or wealth, in line with regulatory requirements. Consumers are often confused and/or concerned by the request for financial evidence, as well as to the further request of identification in disputes where the documentation has not satisfied the operator's verification requirements. Additional guidance to consumers by the Gambling Commission and operators will help alleviate the need to escalate these complaints to an ADR.

REFUSED DISPUTES	
Operator Complaint Process Not Exhausted First	677
Disputes Closed at the Player's Request	12
Player Communication Ceased	9
Frivolous or Vexatious Disputes	1
Operator Not Registered with eCOGRA	55
Dispute Claim Value Below Threshold	0
Disputes Outside 12 Month Time Limit	2
Duplicate Dispute/Dispute Already Submitted	51
GB Gambling Commission Regulatory Issues	180
Too Complex/Requires Legal/Police Investigation	24

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

AVERAGE RESOLUTION TIME	
Average Time Taken to Resolve Domestic Disputes	28.75 days

RATE OF COMPLIANCE WITH RESOLUTION	
Resolutions in Favour of the Player	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.

ADR NETWORK CO-OPERATION	
Meetings with ADR Service Providers	eCOGRA have actively engaged with other ADR Service providers to discuss common issues and highlight areas of concern.

DISPUTE CONCLUSIONS	
Ruled in favour of the operator	65.31%
Conceded by operator (either as a goodwill gesture or admission of fault) or compromise agreed with the player	30.37%
Ruled in favour of the consumer	4.33%