



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

**COVERAGE PERIOD:
1 OCTOBER 2023 TO 30 SEPTEMBER 2024**

**CERTIFICATE NUMBER: E24ADR04
REPORT DATE: 29 OCTOBER 2024**

CONFIDENTIAL

DISPUTE VOLUMES	
Total Number of Disputes Received	1069
Total Number of Domestic Disputes	1069
Total Number of Cross-Border Disputes	0

DISPUTE STATUS	
Completed	488
Invalid/Discontinued	581

VALID DISPUTES BY TYPE	
Bonuses & Promotions	49
Deposits & Withdrawals	193
Disputed Bets	21
Game Fairness	5
ID Verification	92
Locked Accounts	60
Responsible Gambling	50
Game or Event Results	18

SYSTEMATIC PROBLEMS	
Operator Complaint Process Not Exhausted First	409 of the 575 (71.1%) 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.

REFUSED DISPUTES	
Operator Complaint Process Not Exhausted First	409
Disputes Closed at the Player's Request	9
Player Communication Ceased	2
Frivolous or Vexatious Disputes	2
Operator Not Registered with eCOGRA	29
Dispute Claim Value Below Threshold	0
Disputes Outside 12 Month Time Limit	6
Duplicate Dispute/Dispute Already Submitted	24
GB Gambling Commission Regulatory Issues	89
Too Complex/Requires Legal/Police Investigation	5

DISCONTINUED DISPUTES	
Number of Disputes Discontinued for Operational Reasons	6
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	33 days
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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.
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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.
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DISPUTE CONCLUSIONS

Ruled in favour of the operator	79%
Conceded by operator (either as a goodwill gesture or admission of fault) or compromise agreed with the player	14%
Ruled in favour of the consumer	7%