

## How to Make a Complaint

*Issued May 2023*

The Club Gaming Code of Practice ('the Code') sets out practical and effective responsible gaming and Anti-Money Laundering & Counter-Terrorism Financing ('AML/CTF') measures for clubs. Complaints under the Code may be made to ClubsNSW by a Member, Player, Family Member, Staff, Manager or Director of the Club.

Any complaint which alleges serious misconduct or that is not captured in the Code should be directed towards the relevant regulatory body or local law enforcement.

No anonymous complaints will be investigated.

### **In order for a complaint to be investigated:**

- The Complainant must attempt to resolve their complaint directly with the Club prior to making a complaint under the Code. Complaints relating to Club management may be made to the Board of Directors.
- A complaint must be submitted online through the Code Breach Allegation Form, available [here](#). A Code Breach Allegation Form must include:
  - the specific sections(s) of the Code that the Club is alleged to have breached;
  - details of the alleged breach;
  - what outcome is sought; and
  - the name and contact details of the Complainant.
- *If you are unable to submit the web form, please contact ClubsNSW for further advice.*
- Any complaint must relate to events occurring after 1 July 2023.
- Complaints should not be currently under consideration by another organisation or government agency, or relate to pending legal action.

### **What will happen after a complaint is submitted:**

- After a complaint is received, it will be carefully reviewed by Code of Practice staff to determine what action is required. We may informally seek information from the Club and/or the Complainant for further details to help us assess the complaint.
- If no potential breach is found, the Complainant is advised in writing that no potential breach of the Code has been identified and the matter has been satisfactorily resolved. No further action will be taken.
- If a complaint is investigated, the Complainant will be advised in writing that the complaint is under consideration. We may also seek further information from the complainant and/or Club.

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- The Club will be contacted, provided with a copy of the complaint, and request that the Club provide a written response. The Club is usually given one calendar month to respond to the complaint.
- Complainants are not entitled to receive a copy of the Club's response to their complaint.
- Once investigated, the Complainant will be advised in writing if the matter is to be referred to the Code Adjudication Panel or that no potential breach of the Code has been identified and the matter has been satisfactorily resolved. No further action will be taken.
- The Code Adjudication Panel reviews all materials provided by both the Complainant and Club. After consideration of these documents, the Code Adjudication Panel determines whether or not the Club has breached the Code.
- The Complainant will be advised in writing of the Code Adjudication Panel's determination.
- If a complainant has queries about an existing matter or the complaint procedure, please contact the Code Administrator at 02 9268 3000 or [gamingcode@clubsnsw.com.au](mailto:gamingcode@clubsnsw.com.au). Offensive or abusive correspondence will not receive a response.

For further information on making a complaint, please refer to Part C of the Gaming Code of Practice, available [here](#).

**IMPORTANT LEGAL NOTICE:** *The information contained in this document is provided for general information purposes only. The information is not intended to be comprehensive, nor does it constitute legal advice. ClubsNSW does not guarantee the currency or accuracy of the information and expressly disclaims all and any liability to any persons whatsoever in respect of anything done in reliance, whether in whole or in part, on the information. ClubsNSW strongly recommends that independent legal and other professional advice is sought before implementing or acting on any information contained in this document.*

**For further information please refer to Part C of the Gaming Code of Practice, available [here](#).**