

ADR Entity Reporting - Annual Report

Reporting period 1 October 2017 – 30 September 2018

NAME of ADR entity: Independent Panel for Casino and Bingo Arbitration

Information as specified in regulations	Basic guidance
a) the number of domestic disputes and cross-border disputes the ADR entity has received;	The IPCA received 23 enquiries relating to potential domestic disputes. (None were cross-border disputes). Of these 1 proceeded to full ADR investigation: this is described in b) below. The remainder were dealt with as in e) below.
b) the types of complaints to which the domestic disputes and cross-border disputes relate;	1 case was subjected to a full ADR investigation: This was a casino case relating to roulette betting.
c) a description of any systematic or significant problems that occur frequently and lead to disputes between consumers and traders of which the ADR entity has become aware due to its operations as an ADR entity;	There were no common or systematic issues
d) any recommendations the ADR entity may have as to how the problems referred to in paragraph (c) could be avoided or resolved in future, in order to raise traders' standards and to facilitate the exchange of information and best practices;	Not applicable
e) the number of disputes which the ADR entity has refused to deal with, and percentage share of the grounds set out in paragraph 13 of Schedule 3 on which the ADR entity has declined to consider such disputes;	1 enquiry was not for ADR. 5 enquiries had not exhausted internal company procedures. 9 enquiries were a matter for another ADR entity. 1 enquiry had insufficient information to categorise or progress.

	<p>1 enquiry required no further action.</p> <p>5 enquiries related to self-exclusion/anti money laundering regulations.</p> <ul style="list-style-type: none"> - This means that 95% of enquires received by IPCA were not ADRs that required investigation.
f) the percentage of alternative dispute resolution procedures which were discontinued for operational reasons and, if known, the reasons for the discontinuation;	None
g) the average time taken to resolve domestic disputes and cross-border disputes;	The ADR process took 28 days in the one case which went to full investigation.
h) the rate of compliance, if known, with the outcomes of the alternative dispute resolution procedures;	The completed ADR was not upheld in the complainant's favour.
i) the co-operation, if any, of the ADR entity within any network of ADR entities which facilitates the resolution of cross-border disputes.	Not applicable

j) % of completed disputes ruled in favour of the operator	100% (1dispute)
k) % of completed disputes ruled in favour of the consumer	0%
l) % of completed disputes settled by the operator during the ADR body investigation	0%

As competent authority for the gambling sector, we want to ensure that information provided in the annual reports is collated, presented and published in as consistent a manner as possible. Please **submit the information in your report to James Cook at JCook@gamblingcommission.gov.uk, copying in LCooke@gamblingcommission.gov.uk before you publish your report**, so that we can review for consistency.

We will agree with you the most appropriate date for submission to us, to make sure you can publish by 1 November.