

ADR Entity Reporting - Annual Report

Reporting period 1 October 2016 – 30 September 2017

NAME of ADR entity - Independent Panel for Casino and Bingo Arbitration (IPCA)

Information to be included in the annual activity report.

You must display this information on your website as part of the annual reporting procedures by **1 November 2017**.

You can choose to display this in the most appropriate format for you organisation and your website. The information you display must include the following information, as specified in the ADR regulations:

Information as specified in regulations	IPCA Response
a) the number of domestic disputes and cross-border disputes the ADR entity has received;	The IPCA received 63 enquiries relating to potential domestic disputes. (None were cross-border disputes). Of these 6 proceeded to a full ADR investigation: these are 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;	6 cases were subjected to a full ADR investigation: all were casino cases. Of these: 3 related to Roulette bets 1 related to Slot machine jackpot pay out 1 related to Blackjack side bet rules 1 case which concerns a roulette bet is still in the process of ADR
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	There were no common or systematic issues.

due to its operations as an ADR entity;	
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;	<p>13 enquires were not for ADR (eg complaint matter for Gambling Commission).</p> <p>17 enquiries had not exhausted internal company procedures.</p> <p>19 enquiries were a matter for another ADR entity.</p> <p>3 enquiries had insufficient information to categorise or progress.</p> <p>2 cases where the complainant did not respond to communications sent</p> <p>2 enquiries required no further action</p> <p>1 enquiry related to self-exclusion</p> <ul style="list-style-type: none"> - This means that 90% of enquiries 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;	On average the ADR process took 37 days to complete including time taken by the applicant and the operator to respond to queries and to comment on the draft findings.
h) the rate of compliance, if known, with the outcomes of the alternative dispute resolution procedures;	All completed ADRs were 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.

In addition, we request the following information, which is not included in the ADR Regulations:

j) % of completed disputes ruled in favour of the operator	100% (5 disputes) 1 case is ongoing
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.