

Having exhausted the necessary three-stage process of attempting to resolve a complaint directly with the Company in question, you have the right to request Alternative Dispute Resolution (ADR). The Company should already have provided you with a copy of their 'Complaints & Dispute' policy and procedure document.

PEGASUS ADR Service Request for Adjudication Form

Please mail this form together with copies of communications you have had so far with the gambling operator, and all relevant documents. Please note that we are only able to receive requests for ADR in the English language.

Your Details:

All questions marked with * must be completed

Forename*

Family name*

Daytime telephone Number*

Mobile Number*

Home address*

Line 1:

Line 2:

Town:

County:

Post Code:

Email Address*

Complaint and Dispute form



Details of the incident that led to your complaint.

All questions marked with * must be completed

Name of Company:*

Name of Premises:*

Address of Venue:*

Line 1

Line 2

Town

County

Post code

Company reference (if known)

Date of incident that led to the complaint*

Time of incident that led to the complaint*

Names of staff and management at the Company that you have communicated with so far (if known to you):

Names, addresses or contact telephone numbers of any independent witnesses (if applicable)

In your own words provide a clear and comprehensive account of your complaint and what you are seeking as redress.



A large, empty rectangular box with a thin black border, occupying the majority of the page. This box is intended for the user to provide details of their complaint and dispute.