

BACTA ADR SERVICE

Biennial Report

1st October 2015 ~ 30 September 2017

| | |
|-------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The number of disputes received and the types of complaints to which the disputes related | 46 Dispute enquiries received overall: Adult Gaming Centres (AGCs) - 8 Bingo – 2 Pubs – 2 Members Clubs – 1 Not the relevant gambling sector – 32 |
| The percentage share of alternative dispute resolution procedures which were discontinued before an outcome was reached | 70% |
| The average time taken to resolve the disputes | 24 days |
| The rate of compliance with the outcomes of the alternative dispute procedures | 100% |
| Recommendation as to how any systematic or significant problems occurring frequently could be avoided | Clearer signposting to appropriate/relevant sector entities |