

BACTA ADR SERVICE

Annual Report

1st October 2017 – 30th September 2018

The number of domestic disputes that the entity has received.	26
The types of complaints to which the domestic disputes relate.	Adult Gaming Centres (AGCs) - 3 Bingo - 2 Public Houses - 1 Not the relevant gambling sector - 20
Systematic or significant difficulties occurring frequently, leading to disputes between consumers and traders as identified by the entity.	Mainly related to gaming machine performance in respect of monetary prize payments referred to as return to player (RTP)
Recommendations made on how RTP issues can be avoided in the future.	Clarity of machine messaging and customer interaction.
The number of disputes that the entity has refused to deal with and the percentage share of the grounds which the entity has declined to consider such disputes.	Disputes submitted incorrectly – not the relevant gambling sector. This amounts to 20 or 100% of refusals. Remote - 20
The percentage of ADR procedures which were discontinued for operational reasons.	Nil
The average time taken to resolve domestic disputes.	20 days response time for the overall number (26) of dispute enquiries received 63 days response time in dealing with the number (6) of relevant disputes received.
The rate of compliance with the outcomes of the alternative dispute resolution procedures.	100%
Cooperation with any ADR networks to facilitate cross-border disputes.	N/A
Percentage of completed disputes ruled in favour of the operator.	17%
Percentage of completed disputes ruled in favour of the consumer.	66%
Percentage of disputes settled by the operator during the ADR body investigation.	17%