

## Gaming Dispute Procedure

We fully support the objective in the 2005 Gambling Act that gaming be conducted fairly and openly.

Should you have any complaint or dispute about any gaming related decision, a member of our management team should be able to settle the issue for you at the time.

Should you not be satisfied with their decision, and all internal avenues of dispute resolution have been exhausted you may refer the matter to the Independent Panel for Casino Arbitration (IPCA). This panel is tasked with reviewing any complaints or disputes relating to the casino industry that cannot be settled internally.

The process for settlement of any gaming related dispute is as follows:-

1. The matter should be raised with the Dealer and / or table inspector at the time.
2. If you are not satisfied with their decision, it should be raised with the Gaming Supervisor or Manager, again at the time.
3. If not satisfied with their decision, you should put your complaint in writing to the Compliance Manager at the Rainbow Casino.

## Independent Panel for Casino Arbitration (IPCA)

4. Once all internal avenues have been exhausted and you are still not satisfied with the decision regarding your gaming complaint or dispute, you may refer the matter in writing to the Independent Panel for Casino Arbitration (IPCA).
5. The panel is largely comprised of retired senior members of the Gambling Commission or other independent reputable casino industry experts. A list of panel members and their credentials can be found on [www.casinooperatorsassociation.org.uk](http://www.casinooperatorsassociation.org.uk)
6. Please note that IPCA will only handle disputes received in writing and after they are entirely satisfied that all possibilities of an internal solution have been fully explored. Therefore, if you have not taken the matter through the above internal disputes procedure, the IPCA will refer it back to you until the internal process has been fully exhausted.
7. A member of the panel will acknowledge receipt of your written complaint within 21 days of receipt.
8. The Panel member will conduct a thorough and considered review of all the circumstances and evidence relating to your dispute and complete an independent assessment of its relative merits or otherwise.
9. The company is not legally bound to abide by any IPCA decision but would normally do so, other than in exceptional circumstances.

