

COMPLAINTS

AND

DISPUTES



61-63 SUMMER STREET, ABERDEEN AB10 1SJ

 **01224 645273**



18+

BeGambleAware.org®



At MERKUR Casino we strive to provide the best possible experience for all of our guests, but we understand that disputes and complaints can sometimes arise. If you have a complaint or a dispute, here are the stages in the process you can take:

1. You should first raise your complaint or dispute with an appropriate member of the casino team. If your complaint is regarding one of the table games then a dealer, croupier or cashier will be able to direct you to a more senior manager where required.
2. If you remain dissatisfied, Your complaint or dispute will be referred to the attention of the Casino General Manager. We hope at this point we can reach a satisfactory outcome and you can continue to enjoy our Casino
3. If you are still dissatisfied with the outcome of the General Manager, then your complaint will be referred to the Operations Director. Your complaint and dispute should be made in writing and sent to:
*Customer Care
MERKUR Casino UK Ltd
Seebeck House
1a Seebeck Place
Knowlhill
Milton Keynes
MK5 8FR*
4. If your complaint is solely relating to betting or gambling activities, and after our internal complaints process you are unhappy with our resolution, you can submit in writing to the independent third-party alternative dispute resolution provider: IBAS (Independent Betting Adjudication Service). If you contact IBAS before you have tried to settle the problem with the company using the process above, your request for adjudication may be turned away. You can register with and contact IBAS for a claim form on the below address or call them on 020 7347 5883
*IBAS (Independent Betting Adjudication Service)
P.O.Box 62639
London
EC3P 3AS*

GENERAL INFORMATION

WHAT DOES IBAS DO?

IBAS offer what is known as Alternative Disputes Resolution (ADR). If you believe that you have been unfairly denied winnings or you were entitled to, or have been, underpaid on a bet that you did win IBAS will look into the matter on your behalf and reach an independent decision about whether you have a valid claim. This applies equally to table games and to any gaming machines on these premises. You will not be charged for any claim.

CAN I COMPLAIN TO IBAS ABOUT OTHER ASPECTS OF MY EXPERIENCE?

IBAS only consider complaints and disputes relating to gambling. They do not consider complaints or issues relating to areas such as:

- Disappointing standards of customer service
- Food or drink issues
- Quality of dealing, spinning or game management
- Comfort issues like temperature or chairs etc.

These kinds of issues should be directed to the Casino Management Team.

HOW LONG DOES THE PROCESS TAKE?

When contacting IBAS the whole process can take 10-12 weeks, but some cases are resolved faster and other, more complicated cases, may take longer.

Once IBAS receive your complaint/dispute they will contact the Casino for a response. One of the IBAS Case Managers may then send out further questions to make sure they have all the information required to make a decision. They will file all the gathered information and send to an Adjudication panel. The panellists may have further questions or are satisfied they have enough information to make a decision. Once they have reached a decision, they will type up their findings and email/post to you and the Casino simultaneously.