

**Sec. 12-865-26. Complaint Management**

(a) Each gaming entity licensee shall investigate each patron complaint related to such licensee's gaming and provide a response to the patron within ten calendar days. For complaints that cannot be resolved to the satisfaction of the patron, related to internet gaming accounts, game outcomes or illegal activity, a copy of the complaint and the licensee's response, including all relevant documentation, shall be provided to the department. All other complaints and responses related to internet gaming, including, but not limited to, account access problems, online chat disputes and technical matters, shall be provided monthly, upon request or with such frequency approved by the department.

(b) Each gaming entity licensee shall establish a process for resolving customer complaints and disputes. Such policy shall be conspicuously posted on its internet website and mobile application, if applicable.

(c) Each gaming entity licensee shall establish a policy for patrons that are alleged to be prohibited patrons or excluded persons to appeal such determination. Such policy shall be conspicuously posted on its internet website and mobile application, if applicable.

(d) Each gaming entity licensee shall conspicuously include on its internet website, and mobile application, if applicable, the availability of a mechanism for resolving a customer's complaint. This shall include information explaining how complaints can be filed, how complaints are resolved, and how a patron can submit a complaint to the department after attempting to resolve the issue with the master wagering licensee, online gaming operator or sports betting retailer.

(e) The terms and conditions provided to patrons shall provide for a method for filing a complaint with the gaming entity licensee and method for filing with the department an unresolved complaint after all reasonable means to resolve the complaint with the gaming entity licensee have been exhausted.

(Effective February 1, 2022)