

ADR ENTITY REPORTING – ANNUAL REPORT TO THE GAMBLING COMMISSION

Reporting Period: 1 October 2016 – 30 September 2017

Independent Betting Adjudication Service (IBAS)

a. Dispute Volumes

Dispute Source	
Domestic Consumers to Domestic Operators	5817
Domestic Consumers to Overseas Operators	0
<i>Overseas Consumers to Domestic Operators</i>	<i>1369 - NB - legislation requires that statistical data below relates to domestic disputes only</i>

Dispute Status	
Completed	3767
Refused/Discontinued	2050

b. Types of Complaint

Dispute Type	
Disputed Settlement Criteria/Bet Instructions	1187
Price Dispute	676
Late Bets	299
Customer Identity	747
Bonus or Promotional Offer Terms	1195
Cash Out Mechanism	173
Game/Machine Malfunction	291
Alleged Cheating/Match-Fixing/Crime	244
Social Responsibility/Self-Exclusion	322
Banking/Financial Transactions	338
Customer Service Complaints	157
Others	189

c. Frequently Occurring Problems

d. Recommendations to Problem Avoidance

- All of the recommendations that were made in our 2015/16 report would regrettably still apply; there has been disappointingly little progress either in using software to prevent breaches of bonus offer terms, or improving the transparency of horse and greyhound race ‘no more bet’ times in betting shops. Disputes involving customer identities have risen in volume although these figures are potentially artificially inflated where we receive a series of disputes from consumers who are alleged to have acted in breach of an operator’s terms by acting in concert.
- We anticipate that post-review¹ work involving licensed operators, ADR bodies and the Gambling Commission that has initially resulted in a notable increase in disputes refused on the basis of ‘*not having exhausted the operator’s complaints process*’, will eventually result in a clearer dispute or complaint process for consumers to follow. A more thorough pre-ADR examination of each dispute, subject to both operator and consumer cooperation, may help to reduce or slow growth in dispute volumes and may in time affect the number of disputes conceded following IBAS involvement and/or the number of rulings in the consumer’s favour.

¹ <http://www.gamblingcommission.gov.uk/for-gambling-businesses/Compliance/General-compliance/ADR/Consumer-complaints-and-redress-review.aspx>

e. Disputes Refused by IBAS

Grounds for Refusal	
Operator Dispute Process Not Exhausted	412
Vexatious/Frivolous Dispute	166
Monetary Value Too Low/High	0
Dispute Outside 12 Month Time Limit	32
Too Complex/Requires Legal/Police Investigation	158
Regulatory Matter (e.g. self-exclusion)	356
Operator Not Registered with IBAS	285
Customer Communication Ceased	625
Operator Licence Revoked/Surrendered	16

f. Dispute Process Discontinuation

Grounds for Discontinuation	
Technical/Procedural Discontinuation	0
Customer/Operator Communication Ceased	See Section e
Operator Concession or Compromise Agreed	See Section j

g. Average Dispute Completion Times

Dispute Completion Time (days)*	
Domestic Disputes	46
Cross-Border Disputes (UK citizen to non-UK operator)	N/A

* In accordance with ADR legislation, this is recorded as the time taken from the point at which the dispute file was completed to the point of an adjudication being published. It does not include time taken to gather evidence from both disputing parties.

h. Rate of Compliance with ADR Decisions

100% compliance from UK operators on domestic disputes.

i. Cooperation With Other ADR Entities (None at Present)

IBAS has not formed any network of cooperation with any non-UK EU-based ADR entity.

j. Dispute Outcome Statistics

Dispute Conclusions	
Ruling In Operator Favour	1,773
Dispute Conceded by Operator (either as goodwill gesture or admission of fault) or Compromise Offered and Agreed with Consumer	1,495
Ruling in Consumer Favour	499