

Isle of Man Gambling Supervision Commission Complaints Form



Completion of this form is essential if you wish to make a complaint about an Isle of Man gambling operator. By using it you will also reduce the time it takes for us to establish the situation. All of the information will be required before we can process your complaint fully so please ensure that the form is completed in full before submission.

Please ensure that you can answer 'yes' to each of these questions and indicate this in the column.		Yes/No
	I have contacted the operator with my complaint and have provided all of the information requested. I have exhausted all opportunities to resolve this matter with them directly.	
	I have read the guidance on the complaints page of the Gambling Supervision Commission's website and it doesn't resolve my specific issue.	
	I have checked that the operator concerned is still regulated by the Isle of Man Gambling Supervision Commission by locating it on the Licence Holders page of the Commission's website.	
	I am satisfied that you may disclose my identity or account details to the operator in the course of your investigation and that the operator may disclose any information to the Commission regarding my details on the understanding that the information will be handled in accordance with Data Protection law.	
Full Name Date of Birth Address User name Email Address		
Details of the complaint Name of Operator Name/Type Game Date and Time of incident	<u>Please also send us copies of any correspondence you have had with the operator concerning your complaint.</u>	
Please confirm these statements by ticking the boxes.	Any boxes left unticked will not affect the way we investigate your complaint, but we may request further information from you. <input type="checkbox"/> I do not consider myself to be a problem gambler <input type="checkbox"/> I am over 18 years old <input type="checkbox"/> My account is not shared with any other players <input type="checkbox"/> I am not currently in a period of self exclusion with this operator	

Once completed please email this form to gaming@gov.im - this mailbox is reviewed daily by our Senior Inspector.