

Customer Complaints and Dispute Policy and Procedure

Within this policy, a complaint is classified as expression of dissatisfaction, whether spoken or written, about any aspect of our conduct relating to our licensed activities.

A dispute is classified as either a complaint that cannot be resolved at the first stage or second stage of our Complaints and Dispute Policy.

We pride ourselves on the fact that we have very few complaints. Inevitably, though, there are occasions when our customers are unhappy and wish to make a complaint. Our policy is:

- To provide a fair and open complaints procedure
- To make sure that all staff at Jenningsbet know what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely manner
- To make sure that complaints are resolved wherever possible with positive customer outcomes.
- To ensure that complaints are monitored to help us to improve what we do

Complaints Procedure

STAGE 1

If you wish to make a query or complaint, as a first step you should as soon as reasonably practicable contact the shop's Duty Manager for assistance. In the majority of cases, a complaint is resolved at this stage.

STAGE 2

If you are unable to resolve your query satisfactorily with the Duty Manager you should then contact our 'Customer Service Team' on 01992 574221 or in writing to:

Jenningsbet Customer Service Team
4 Simon Campion Court
232-234 High Street
Epping
Essex
CM16 4AQ
Email: enquiries@Jenningbet.com

We will always try and resolve your query within the shortest possible time-frame. On most occasions we will be able to respond within 48 hours but that time-frame may need to be extended up to eight weeks where the investigation is more complex or involves discussions with third parties. We will let you know if this applies in your case. We request that you do not share your complaint in public before we have had opportunity to resolve the issue.

In relation to all complaints or disputes, we reserve the right to record all telephone and e-mail communications with you and any other person. Please refer to our Customer Data Protection policy for further detail. We do not accept complaints made via social media accounts.

If the Complaint cannot be resolved at the first or second stage as detailed in our Complaints and Dispute Policy, the Complaint will then be classified as a Dispute. You may then refer the matter to IBAS by use of our Dispute Resolution Policy (Stage 3).

Dispute Resolution Policy

STAGE 3

If you are still unhappy with the solution offered by us, you may refer your complaint to the Independent Betting Adjudication Service ("IBAS") for a 'dispute resolution'.

IBAS rule on complaints about betting and gaming transactions but do not deal with service related problems. They are an independent body who will investigate your complaint and their independent panel of experts will rule on the correct settlement of your bet or the correct resolution of a dispute involving a gaming machine. In doing this they will ask us to provide any relevant information to help them with their enquiry. You can escalate a dispute for free to IBAS at any time but it is recommended to be within six months of the date when we receive your complaint. Where a dispute is referred to IBAS the resulting decision shall be final and binding and you therefore will not have further recourse to the courts. Jenningsbet will always abide by a decision made by IBAS.

Please note that you should always progress through Stages 1 and 2 before contacting IBAS. Their contact details are as follows:

Independent Betting Adjudication Service

PO Box 62639

London

EC3P 3AS

Tel: 020 7347 5883

Email: adjudication@ibas-uk.co.uk

Website: www.ibas-uk.com

A dispute regarding any bet or the Rules on which the bet is settled shall not be the subject of litigation, court action or objection to the operator licence and/or premises licence unless the dispute has been submitted for adjudication in accordance with these Rules and the decision of the adjudicator has not been implemented by the relevant party.