



**ANNUAL REPORT FOR THE PERIOD 1<sup>ST</sup> OCTOBER 2021 TO 30<sup>TH</sup> SEPTEMBER 2022**

	2020-2021	2021-2022
<b>1. DISPUTES RECEIVED</b>		
1a. Number of domestic disputes received	0	3
1b. Number of cross-border disputes received	0	0
<b>2. TYPES OF COMPLAINT</b>		
Horserace distance betting	0	3
<b>3. DISPUTES THAT THE ADR BODY REFUSED TO DEAL WITH</b>	0	0
<b>4. ADR PROCEDURES DISCONTINUED FOR OPERATIONAL REASONS</b>	0	0
<b>5. AVERAGE TIME TAKEN TO RESOLVE DISPUTES</b>	N/A	36 days
<b>6. NUMBER OF DISPUTES COMPLETED</b>	0	3
<b>7. DISPUTES RULED IN OPERATOR'S FAVOUR</b>	0	3
<b>8. DISPUTES RULED IN CUSTOMER'S FAVOUR</b>	0	0
<b>9. DISPUTES SETTLED BY OPERATOR DURING THE ADR PROCESS</b>	0	0
<b>10. AVERAGE TIME TAKEN TO RECEIVE COMPLAINT FILE FROM OPERATOR</b>	N/A	13 days
<b>11. DESCRIPTION OF ANY SYSTEMATIC OR SIGNIFICANT PROBLEMS</b>	N/A	
<b>12. RECOMMENDATIONS TO AVOID FUTURE PROBLEMS</b>	N/A	
<b>13. RATE OF COMPLIANCE WITH ADR DECISIONS (%)</b>	N/A	100%
<b>14. CROSS-BORDER CO-OPERATION (%)</b>	N/A	N/A

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