



ANNUAL REPORT FOR THE PERIOD 1ST OCTOBER 2020 TO 30TH SEPTEMBER 2021

	2019-2020	2020-2021
1. DISPUTES RECEIVED		
1a. Number of domestic disputes received	1	0
1b. Number of cross-border disputes received	0	0
2. TYPES OF COMPLAINT		
Bookmaker said bet had already been paid	1	0
3. DISPUTES THAT THE ADR BODY REFUSED TO DEAL WITH	0	0
4. ADR PROCEDURES DISCONTINUED FOR OPERATIONAL REASONS	0	0
5. AVERAGE TIME TAKEN TO RESOLVE DISPUTES	9 days	N/A
6. NUMBER OF DISPUTES COMPLETED	1	0
7. DISPUTES RULED IN OPERATOR'S FAVOUR	0	0
8. DISPUTES RULED IN CUSTOMER'S FAVOUR	1	0
9. DISPUTES SETTLED BY OPERATOR DURING THE ADR PROCESS	0	0
10. AVERAGE TIME TAKEN TO RECEIVE COMPLAINT FILE FROM OPERATOR	10 days	N/A
11. DESCRIPTION OF ANY SYSTEMATIC OR SIGNIFICANT PROBLEMS	N/A	
12. RECOMMENDATIONS TO AVOID FUTURE PROBLEMS	N/A	
13. RATE OF COMPLIANCE WITH ADR DECISIONS (%)	100	N/A
14. CROSS-BORDER CO-OPERATION (%)	N/A	N/A

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