



PENNSYLVANIA GAMING CONTROL BOARD

P.O. Box 69060
Harrisburg, Pennsylvania
17106-9060

Instructions for Submitting a Patron Dispute/Complaint: The Pennsylvania Race Horse Development and Gaming Act (“the Act”) charges the Bureau of Investigations and Enforcement (“BIE”) with the duty of investigating all potential non-criminal violations of the Act alleged by the Board or any other person, including complaints and disputes alleged by patrons. A complaint is a difference of opinion between the licensed gaming entity and the patron, which does not involve money or items of value. A dispute is a claim for a specific amount of cash or merchandise.

Patrons that have a complaint or a dispute with a licensed gaming entity in the Commonwealth of Pennsylvania may request BIE to investigate such complaint or dispute. All patron complaints and disputes are taken very seriously by the Pennsylvania Gaming Control Board. Each complaint is assigned a case number and an investigator for immediate investigation.

In order to investigate a patron claim or dispute, the patron must complete this form accurately and legibility within thirty (30) calendar days of the incident, then mail or fax the form to:

Pennsylvania Gaming Control Board
Patron Complaints
Bureau of Investigations and Enforcement
P.O. Box 69060
Harrisburg, PA 17106-9060
Fax: (717) 214-5467

Patrons will receive immediate notification of the Board’s receipt of the Patron Dispute/Complaint Form. You are advised to make a photocopy of your complaint form for future reference. Any questions or comments regarding patron disputes or complaints can be directed to the Director of Enforcement at 717-346-8300 or to casinocomplaints@state.pa.us.

Any criminal violations of the Act alleged by a patron will be referred to the Pennsylvania State Police for investigation.

58 Pa.Code §461.4(n) provides that if a dispute arises with a patron concerning payment of alleged winnings, the slot machine licensee shall notify the patron in writing, concurrent with its initial receipt of notice of the dispute, that the patron has the right to contact the Board with regard to the dispute.

58 Pa.Code §461.4(o) provides that when a slot machine licensee refuses to pay winnings claimed by a patron and the patron and the slot machine licensee remain unable to resolve the dispute after seven (7) days, the slot machine licensee shall, on the next day, notify the Board in writing of the dispute in a manner and form the Board prescribes. The notice must identify all parties to the dispute and shall state all known relevant facts regarding the dispute.

