



PATRON DISPUTE INFORMATION

The Michigan Gaming Control and Revenue Act charges the Board with the responsibility of receiving complaints from the public. The Enforcement Section of the Board investigates and renders initial decisions in all patron disputes. A dispute is defined as a complaint a patron has regarding winnings and losses or the conduct of gambling at a casino. A patron dispute does not include a claim for payment of a gaming debt evidenced by a credit instrument.

Patrons that have a dispute with a casino may request the Michigan Gaming Control Board to investigate their complaint. The Board treats all disputes very seriously. The Board assigns a case number to each dispute and assigns a regulation officer to review and investigate the complaint.

All patron disputes must be submitted to the Board in writing on the attached Patron Dispute Form within 21 business days of the incident. It is important that the Form be filled out as completely, accurately, and legibly as possible. Patron Dispute Forms may be filed in person, mailed or faxed to the Board office listed below:

Michigan Gaming Control Board
3062 West Grand Blvd., Suite L-700
Detroit, MI 48202-6062
Telephone: (313) 456-4100
Fax: (313) 456-4200

Patrons will receive immediate notification of Board receipt of their Patron Dispute Form. An official determination letter will be sent to the patron after the Board concludes its review and investigation.

R 432.11502 (1)
A CASINO LICENSEE SHALL ATTEMPT TO RESOLVE ALL PATRON DISPUTES
AND SHALL HAVE A PERIOD OF 10 BUSINESS DAYS TO INVESTIGATE A
PATRON COMPLAINT AND RESOLVE THE DISPUTE
MICHIGAN GAMING CONTROL BOARD
PATRON DISPUTE FORM

Date of Incident: ____/____/____ Time of Incident: ____ (am / pm)

Your Name: _____
(Last) (First) (Middle)

Home Address: _____

Home Telephone: (____) _____

Business Telephone: (____) _____

Casino Where Incident Occurred: _____

Casino Employee(s) Involved: _____

Witness(es) (Include name, address & telephone number):

Location (Describe in as much detail as possible where you were gaming when the dispute or incident took place. If known, list the exact slot machine number or table game number; or describe the machine or table and its location as best you can):

Summary of Incident (Describe in detail the events of the incident to the best of your knowledge. Use additional pages if necessary):

Summary of Casino's Response (Describe in detail the casino's attempt to resolve your dispute, including any actions taken by the casino or statements made to you by casino personnel):

Please be advised that it is a violation of law to claim or attempt to claim anything of value in or from gambling games with intent to defraud, without having made a wager contingent on winning a gambling game, or for an amount of money or thing of value of greater value than the amount won.

Signature: _____ **Date:** _____

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PATRON DISPUTES MUST BE FILED WITH THE BOARD WITHIN 21 BUSINESS DAYS OF THE INCIDENT THAT LED TO THE DISPUTE. THE BOARD MAY NOT PROCESS DISPUTES THAT ARE FILED LATE.

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