

Proposed changes to LCCP requirements for alternative dispute resolution – supplementary consultation

Why we are consulting

Earlier this year, we consulted on proposed changes to the Licence Conditions and Codes of Practice (LCCP) for alternative dispute resolution (ADR). The [consultation](#) ran from 14 February to 9 May 2019.

We consulted on whether we should require gambling businesses to use only ADR providers who meet our [additional standards](#), as well as the ADR regulations. The February consultation set out the reasoning for that proposal. We plan to publish a list of those providers that meet our additional standards. Gambling businesses would have to choose a provider that is on that list. The consultation summarised the additional standards, which set out our expectations of ADR providers. A gambling business would not have to determine whether its chosen provider meets the standards, they would just need to check they are named on our published list.

Some respondents to that consultation indicated that they had not been invited to comment on the additional standards for ADR providers. This supplementary consultation invites such comments.

[insert standard introductory questions here: name, email address, organisation, privacy notice]

Introduction

All gambling businesses licensed by us must appoint an ADR provider if customers gamble directly with them. If a customer has a complaint about the outcome of their gambling, they must complain first to the gambling business and go through its complaints process. If the customer is unhappy with the business's decision, they can ask the provider to look at their complaint.

The provider must be named in the business's complaints procedure. The provider is independent of the business and must be approved by us. The gambling business must choose its provider from our [list](#) of approved providers.

We published our [review](#) of complaints processes in the gambling industry in March 2017. Its findings suggested that consumers were not always getting good customer service from ADR providers, and that decision-making standards varied. As a result, we decided to set out a framework of additional standards for ADR providers in the gambling sector. The standards were informed by the Ombudsman Association's [six principles](#) of good governance. We consulted informally and sought feedback from consumers, other regulators, complaint bodies, trade bodies and some licensees to develop them. The standards supplement the [ADR regulations](#). We published them in October 2018 and then reviewed providers against them.

Consultation question:

Please provide any views you have on our additional standards for ADR providers. The standards were published in October 2018 and can be found within [this document](#).