

General Warning

The purpose of this fact sheet is to give general introductory information about the complaints process. It does not contain legal advice.

WARNING: Alternative legal action should be considered before making a complaint. What is included in a complaint may be relevant to any current or future legal proceedings. If you are involved in legal action you should immediately see a lawyer and not proceed with a complaint.

If you (or the complainant, if you are complaining on their behalf) want financial compensation, support or money you should see a lawyer before making a complaint.

General complaint information

Complaints are rarely about just one thing. When you have a problem, it may be that a number of things have gone wrong. Below are some of the common areas where issues may arise that could lead to a complaint.

Discrimination	Disability and NDIS services	Policing, Custody and Detention
Seniors and Aged Care supports and services	Consumer and Business disputes	Phone and Internet services
Banking, Insurance and Superannuation	Energy and Water services	Housing and Real Estate
Health Care services	Employment issues	Education and Training providers
Government Agencies and Departments	Child Safety and Protection	State Fines and Debts
Corruption	Privacy and Access to Information	Media and Publications

There are different complaint bodies to handle different types of complaints. You should consider the different pathways available to decide the most appropriate pathway for your circumstances. One event could lead to multiple complaints. That means you may need to lodge more than one complaint to have all of your concerns addressed.

The online triage tool on this website can help you to identify the different complaint bodies that may be able to assist you.

It is usually quickest and easiest to try to resolve a complaint directly with the person or body you are having a problem with. Many complaint handling bodies will not act on a complaint unless you have tried to resolve your complaint directly. If you do not feel it is safe or appropriate to complain directly, you should contact the relevant complaint body to discuss your situation.

Complaints involving discrimination

There are state and federal complaints bodies that handle complaints that about discrimination. If your situation involves discrimination, you should consider making a discrimination complaint in addition to any other complaints. Discrimination may occur when someone is treated less favourably on the basis of: race; sex; gender; disability; age; sexuality; relationship status; pregnancy; caring responsibilities; or having or being thought to have an infectious disease.

WARNING: The state and federal bodies that handle discrimination complaints have different rules, including time limits. You can make a complaint to both the state and federal complaint bodies, but they may decide not to address your concerns if you have already complained elsewhere. For example, if you have already lodged a discrimination complaint to anti-discrimination NSW, it is likely that Australian Human Rights Commission will decide not to act on your complaint. Please carefully review the discrimination factsheets for information about your options before making a discrimination complaint.

Victorian Gambling and Casino Control Commission

In this fact sheet, we introduce the Victorian Gambling and Casino Control Commission ('VGCCC') and outline how complaints can be made to the VGCCC.

The VGCCC is an independent regulator committed to ensuring the integrity, safety and fairness of Victoria's gambling industry, which reports to the Victorian Parliament through the Minister for Casino, Gaming and Liquor Regulation.

Legislation and Key Terms

Relevant Legislation:

The VGCCC is established under the *Victorian Gambling and Casino Control Commission Act 2021* (the **VGCCC Act**).

Below are links to legislation that is relevant to the VGCCC's complaint handling work.

- [Victorian Gambling and Casino Control Commission Act 2011 \(Vic\)](#)
- [Gambling Regulation Act 2003 \(Vic\) \(GR Act\)](#)
- [Casino Control Act 1991 \(Vic\)](#)
- [Casino Management Agreement Act 1993 \(Vic\)](#)
- [Racing Act 1958 \(Vic\)](#)

Key Terms:

Below are key terms that appear throughout this factsheet and their meaning.

Account Closure: The process of shutting down a gambling account. Complaints can be made if this is delayed or confusing.

Advertising Breach: When gambling ads break the law, such as targeting children, appearing near schools, or not showing responsible gambling messages.

Casino Operator: A licensed organisation (such as Crown Melbourne) that runs a casino in Victoria and must follow strict gambling laws.

Complainant: A person who makes a complaint.

Complaint: An expression of dissatisfaction where a response or resolution is wanted, expected, or required.

Deposit Limit: A rule that requires gambling providers to let users set a limit on how much money they can deposit.

Disciplinary Action: Action the VGCCC can take against operators who break the rules, including fines, suspending licences, or issuing warnings.

Direct Marketing: Promotions sent by gambling providers (emails, texts, etc.). These must have consent and an option to unsubscribe.

Exclusion / Self-Exclusion: A program where someone chooses to ban themselves from gambling, and venues must enforce it.

Gambling Harm: The negative impact of gambling on individuals, families, or communities (e.g. addiction, debt, or mental health issues).

Gaming Machine (Pokie): A machine used for electronic gaming (pokies). Complaints can be made if machines are faulty, rigged, or not properly monitored.

Inspector: An authorised officer who investigates complaints, checks compliance, and can seize equipment or documents if needed.

Jurisdiction: The legal power the VGCCC has to deal with complaints about gambling in Victoria.

Licence Holder: A person or business licensed to operate gambling services (e.g. venues, casinos, bookmakers).

Money Laundering: The illegal process of disguising money from crime through gambling venues or accounts.

Order: A formal direction or decision the VGCCC can make, such as requiring an operator to change behaviour or comply with laws.

Penalty Unit: A standardised amount of money set by law used to calculate fines.

Remedy: The outcome you can seek from the VGCCC, such as disciplinary action, referrals to other regulators, or public warnings.

Responsible Gambling Officer (RGO): A trained staff member who must be present in gambling venues to monitor and help people at risk of gambling harm.

Respondent: The business, organisation, or operator the complaint is made against.

Trade Promotion Lottery: A type of lottery run by businesses (e.g. prize draws or raffles) that must follow entry and prize rules.

VGCCC (Victorian Gambling and Casino Control Commission): The independent regulator that oversees the fairness, safety, and integrity of Victoria's gambling industry.

VGCCC Act: The Victorian Gambling and Casino Control Commission Act 2011 (Vic), which establishes the Commission and its powers.

Venue Operator: A licensed pub, club, or hotel that runs gambling activities such as pokies.

YouPlay: A system that must be installed on pokies in Victoria to help players track their gambling and set limits.

Step 1: What type of Complaints can be made to this body?

The VGCCC resolve complaints about the integrity, safety and fairness of Victoria's gambling industry. The VGCCC focuses on complaints about, but not limited to:	
Sub-category	Example
Responsible Gambling Failures	<p>You should make a complaint if a venue or gambling provider is not following the rules around responsible gambling. This includes not monitoring or supporting people showing signs of gambling harm, or breaching codes of conduct.</p> <p>Common issues include:</p> <ul style="list-style-type: none"> • No responsible gambling officer present in the pokies area. • Staff failing to check on people gambling for long periods. • Staff encouraging or enabling harmful gambling. • Letting people use more than one machine at a time. • Bringing food or drinks to people gambling for long stretches. • Allowing gambling without mandatory breaks or support. <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>A man was gambling for 12 hours, and staff continued serving him drinks without checking in.</i> • <i>A woman used two pokies at once, and staff ignored her despite clear signs of distress.</i>
Self-Exclusion Breaches	<p>You should make a complaint if someone who has self-excluded is allowed to enter a venue or gamble. Venues must follow the Responsible Gambling Code of Conduct and stop self-excluded people from gambling.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>A man on a self-exclusion program was allowed to use pokies in a venue he had excluded from.</i> • <i>A woman's exclusion wasn't enforced by staff who recognised her and still let her play.</i>
Breaches of Deposit Limit Rules	<p>You should make a complaint if an online gambling provider doesn't follow deposit limit laws.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Not prompting users to set a deposit limit during account setup. • Not responding promptly to requests to lower limits. • Increasing limits without a 7-day cooling-off period. <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>A man created a betting account and wasn't asked to set a deposit limit.</i>

	<ul style="list-style-type: none"> • <i>A woman asked to lower her limit but was ignored and spent more than she wanted.</i>
Underage Gambling	<p>You should make a complaint if someone under 18 is allowed to gamble or enter a restricted gambling area.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>A 17-year-old was seen using pokies in a venue with no ID check.</i> • <i>Teenagers placed sports bets at a TAB without staff questioning their age.</i>
Direct marketing without consent	<p>You should make a complaint if a gambling provider sends you marketing messages (email, text, etc.) without consent or without an easy way to unsubscribe.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Being sent promotions after asking to unsubscribe. • Receiving messages after closing your account. <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>A woman got marketing emails with no unsubscribe button.</i> • <i>A man closed his account but still received texts about promotions.</i>
Account Closure Issues	<p>You should make a complaint if it's difficult or confusing to close a gambling account or if there are long delays.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>A man tried to close his account but was redirected through multiple pages before giving up.</i> • <i>A woman's account wasn't fully closed for weeks after she submitted her request.</i>
Illegal Inducements from Interstate Bookmakers	<p>You should make a complaint if you are offered bonuses or rewards to open a gambling account by a company outside of Victoria.</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> • <i>A Queensland bookmaker promoted a sign-up deal to a Victorian user through Facebook.</i>
Gambling Advertising Breaches	<p>You should make a complaint if gambling advertising breaks the law or is inappropriate.</p> <p>Common breaches include:</p> <ul style="list-style-type: none"> • Ads on public transport or near schools. • Ads targeting children. • Ads without a responsible gambling message. • Ads suggesting gambling leads to wealth or guaranteed wins. <p><i>Examples:</i></p> <ul style="list-style-type: none"> • <i>A gambling billboard near a school used cartoon characters to promote a betting game.</i>

	<ul style="list-style-type: none"> An ad on a bus said, "Guaranteed win!" with no warning about responsible gambling.
Trade promotion lotteries	You should make a complaint if a trade promotion lottery charges more than \$1 to enter or doesn't follow the rules.
Failure to comply with requirements relating to YourPlay	You should make a complaint if a venue with pokies does not have YouPlay installed on all machines or doesn't have the right signage.
Unlicensed or Incorrectly Run Gambling Activities	<p>You should make a complaint if gambling events (like bingo, raffles, or lotteries) are not properly licensed or run unfairly.</p> <p>This includes:</p> <ul style="list-style-type: none"> Charging too much to enter a trade promotion lottery. Not awarding prizes fairly. <p><i>Examples:</i></p> <ul style="list-style-type: none"> A local raffle didn't announce any winners and refused to share results. A bingo night charged an entry fee but didn't award promised prizes.
Venue Not Having a Responsible Gambling Officer	You should make a complaint if a venue with pokies doesn't have a Responsible Gambling Officer (RGO) during gaming hours.
Use of Multiple Pokies at Once	You should make a complaint if a venue lets someone use more than one pokie machine at the same time.
Operating Machines Outside Approved Hours	<p>You should make a complaint if a venue turns on pokies or takes bets outside their approved operating hours.</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> A venue switched on pokies at 8am even though they were only approved from 10am.
Poker Machine Not Functioning Properly	<p>You should make a complaint if a pokie or gaming machine is faulty, rigged, or not showing correct information.</p> <p><i>Example:</i></p> <ul style="list-style-type: none"> A pokie machine froze mid-win and reset without paying out.
Gambling by Staff or Contractors	<p>You should make a complaint if venue staff gamble while on duty or use inside information to gamble.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> A staff member placed a bet in their uniform while working.

Money Laundering or Criminal Activity	<p>You should make a complaint if you suspect gambling is being used for illegal activity like money laundering or fraud.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • A man repeatedly exchanged large sums of cash at a venue without playing any games.
Crown Casino Misconduct	<p>You should make a complaint if Crown Melbourne breaches rules, allows unsafe gambling, or acts unfairly.</p> <p><i>Examples:</i></p> <ul style="list-style-type: none"> • Staff served free drinks to someone clearly intoxicated. • A person showing distress was allowed to gamble without help.
Complaints Involving Interstate Bookmakers (Victoria-Specific Issues)	<p>You can make a complaint about a bookmaker outside Victoria if it involves:</p> <ul style="list-style-type: none"> • Illegal inducements • Unwanted marketing • Deposit limit issues • Account closure problems • Lack of betting records/statements • Poor staff training • Breaches of ad messaging rules
Venue Layout or Signage Breaches	<p>You should make a complaint if a venue places ATMs too close to the gaming area or fails to display required harm minimisation signage.</p> <p><i>Example: Jake noticed that the ATM was located right next to the pokies area, and there were no signs about responsible gambling or where to get help.</i></p>
Failure to Display or Provide Harm Minimisation Materials	<p>You should make a complaint if a venue does not provide brochures, posters or help contact information required under the Responsible Gambling Code.</p> <p><i>Example: Jake wanted help but couldn't find any brochures or posters in the venue showing where to get support for gambling harm.</i></p>
Allowing Minors Into Gambling Areas	<p>You should make a complaint if a venue allows people under 18 to enter an area where pokies or gambling take place.</p> <p><i>Example: Jake saw a group of teenagers walking freely around the pokies area without being asked for ID or stopped by staff.</i></p>
Exclusions	<p>The VGCCC only handles certain types of gambling complaints in Victoria. There are some things they can't help with. You should not contact the VGCCC if your issue falls into one of these categories:</p> <ul style="list-style-type: none"> • Complaints about personal gambling losses <ul style="list-style-type: none"> ○ The VGCCC does not offer compensation for money lost while gambling.

	<ul style="list-style-type: none"> ○ They cannot cancel or refund bets or gaming losses. • Disputes about bet outcomes or payouts <ul style="list-style-type: none"> ○ The VGCCC does not investigate disagreements about the result of a bet or how much a win is worth. You will need to raise this directly with the gambling provider. • Complaints about non-gambling parts of a venue <ul style="list-style-type: none"> ○ Issues like poor customer service, food and drink quality, or non-gambling staff behaviour fall outside the VGCCC's role. • Disputes with unlicensed offshore or international gambling operators <ul style="list-style-type: none"> ○ The VGCCC can't act on complaints about gambling providers not licensed in Australia. • General gambling harm or addiction support <ul style="list-style-type: none"> ○ The VGCCC is not a counselling service. If you or someone you know needs support, contact Gambler's Help on 1800 858 858 or visit gamblershelp.com.au. • Complaints about interstate gambling companies (unless the issue is specific) <ul style="list-style-type: none"> ○ The VGCCC can only investigate these specific issues when the gambling provider is registered outside Victoria: <ul style="list-style-type: none"> ▪ Inducements (e.g. sign-up bonuses offered to Victorians) ▪ Unwanted direct marketing ▪ Deposit limit issues ▪ Account closure delays ▪ Missing betting statements or account records ▪ Staff training concerns ▪ Gambling ad messaging that breaches Victorian laws
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Step 2: What is the Jurisdiction of the complaints body?

Jurisdiction	Description
State	The VGCCC has the power to hear complaints under the laws of Victoria.
Geographical Scope	You can make a complaint to the VGCCC about someone doing the wrong thing in the gambling industry in Victoria.
Time limitations for complaints	Generally speaking, there is no express time limit for when you can make a complaint to the VGCCC.
Exclusions	Non-Victorian complaints If you are not a resident of Victoria the VGCCC generally cannot assist with your complaint.

	<p>For wagering providers registered outside of Victoria, the VGCCC can only assist with complaints relating to:</p> <ul style="list-style-type: none"> • inducements • direct marketing • deposit limits • account closure • betting activity statements and account records • training requirements • gambling advertising messaging and taglines.
Exercise of discretion	<p>VGCCC does not have to investigate every complaint it receives. In exercising this discretion, VGCCC will consider a number of factors, including:</p> <ul style="list-style-type: none"> • how best to resolve your complaint • the subject matter and seriousness of the conduct reported • whether your complaint has substance and is credible • whether your complaint has already been investigated • whether VGCCC can get information relating to your complaint • whether VGCCC have the resources to investigate your complaint.

Step 3: Who can you make a complaint against?

The VGCCC has the power to act on complaints about the integrity, safety and fairness of Victoria's gambling industry.	
Respondent	Description
Victorian-Licensed Bookmakers	Bookmakers licensed to operate in Victoria and offer wagering services (e.g. sports betting, racing bets) either online or in person. They must comply with Victorian gambling laws, including rules on responsible gambling, advertising, self-exclusion, and account management.
Interstate Bookmakers (non-Victorian licensed)	<p>Bookmakers licensed in other Australian states or territories but operating nationally, including providing services to Victorian residents.</p> <p>The VGCCC can only accept complaints about specific issues (e.g. inducements, marketing, deposit limits) if the bookmaker has provided services to someone in Victoria.</p> <p>View the full list where betting companies are registered.</p>
Victorian Gaming Venue Operators	<p>Owners or managers of pubs, clubs, and hotels in Victoria that operate gaming machines (pokies).</p> <p>They are responsible for following the Responsible Gambling Code</p>

	of Conduct, machine operating hours, staff training, self-exclusion enforcement, and venue signage requirements.
Casino Operators (e.g. Crown Melbourne)	Organisations licensed to run a casino in Victoria. They must comply with strict casino-specific legislation and are responsible for patron welfare, harm minimisation, and venue conduct.
Racing Industry Participants (Victorian-based)	Licensed individuals or organisations involved in the Victorian racing industry, such as on-course bookmakers and tote operators. The VGCCC may handle complaints involving responsible gambling breaches, but most racing-specific matters are handled by Racing Victoria or other racing regulators.
Trade Promotion or Fundraising Operators	Organisations or individuals conducting gambling-related fundraising (e.g. bingo, raffles, trade promotion lotteries). They must hold appropriate authorisation and follow rules about entry costs, prize draws, and promotional fairness.
Exclusions	<p>VGCCC Does Not Accept Complaints About:</p> <ul style="list-style-type: none"> • Private Individuals: People gambling in their personal capacity (not as a licensee or operator). The VGCCC does not accept complaints about personal behaviour, interpersonal disputes, or private gambling habits. • Unlicensed Offshore or International Gambling Providers: Companies or websites based overseas that are not licensed in any Australian jurisdiction. • Racing Victoria (or its regulated participants): Racing Victoria is the governing body for Victorian thoroughbred racing. While the VGCCC may handle some gambling-related matters, all betting disputes, bookmaker rules breaches, minimum bet limits, and terms and conditions complaints should go to Racing Victoria. • Other State and Territory Regulators: Each Australian state or territory regulates gambling in its own jurisdiction. If the gambling provider is not licensed in Victoria, and the complaint does not involve specific issues the VGCCC can address, the complaint should be directed to: <ul style="list-style-type: none"> ○ Liquor & Gaming NSW (NSW) ○ Office of Liquor & Gaming Regulation (QLD) ○ Consumer & Business Services SA (SA) ○ Tasmanian Liquor & Gaming Commission (TAS) ○ Northern Territory Racing Commission (NT) ○ ACT Gambling and Racing Commission (ACT) ○ Department of Local Government, Sport and Cultural Industries (WA) • Telemarketers or Bulk Email Marketers: Businesses or individuals sending marketing material that breaches the Spam Act 2003 or Do Not Call Register Act 2006. These

	<p>complaints should be made to the Australian Communications and Media Authority (ACMA) — not the VGCCC.</p> <ul style="list-style-type: none"> • Venue Operators for Non-Gambling Issues: Businesses that also provide food, drink, accommodation, or entertainment services. The VGCCC will not handle complaints about customer service, pricing, cleanliness, or general hospitality issues unless they directly relate to gambling conduct.
Additional information you need to know	<p>If you are not sure if your complaint is within the jurisdiction of the VGCCC you can discuss your situation with the VGCCC by calling 1300 599 759 from 9 am to 5 pm weekdays, excluding public holidays. You can also email VGCCC at contact@vgccc.vic.gov.au.</p> <p>More information about the types of complaints the VGCCC can and cannot handle can also be found on their website here.</p>

Step 4: Are you eligible to make a complaint?

Eligibility	Description
Who can make a complaint?	Anyone that lives in Victoria can make a complaint about the integrity, safety and fairness of Victoria's gambling industry.
Have you tried to resolve your complaint directly?	You should attempt to resolve your complaint with the organisation you are making a complaint about if it concerns complaint outcomes. If you are still unable to resolve your complaint, the VGCCC may be able to assist you with your complaint.
Can a complaint be made on behalf of someone?	You can make a complaint on someone's behalf. For the VGCCC to consider the complaint, it will require evidence of your authority to act on behalf of the complainant.
Exclusions	<p>Non-Victorian complaints</p> <p>For wagering providers registered outside of Victoria, the VGCCC can only assist with:</p> <ul style="list-style-type: none"> • inducements • direct marketing • deposit limits • account closure • betting activity statements and account records • training requirements <p>gambling advertising messaging and taglines.</p> <p>If your complaint relates to a non-Victorian licensed bookmaker or you're not a Victorian resident, you can contact the following regulators:</p> <ul style="list-style-type: none"> • NSW – Liquor and Gaming NSW

	<ul style="list-style-type: none"> • WA – Department of Local Government, Sport, and Cultural Studies • SA – Consumer and Business Affairs SA • QLD – Office of Liquor and Gaming Regulation • TAS – Tasmanian Liquor and Gaming Commission • NT – Northern Territory Racing Commission • ACT – ACT Gambling and Racing Commission <p>Terms and conditions</p> <p>If you have a complaint about a bookmaker's terms and conditions (T&C), usually found on the bookmaker's website or mobile app, please contact Racing Victoria. However, if you have a specific complaint, it's likely a civil matter between you and the bookmaker.</p> <p>Improper or unlawful operations of a bookmaker</p> <p>If you are concerned that a bookmaker has breached the bookmaker rules or has stopped you betting to the minimum betting limit on Victorian thoroughbred racing, please contact Racing Victoria.</p> <p>General betting disputes</p> <p>General betting disputes should be referred to Racing Victoria.</p>
Additional information you need to know	<p>The VGCCC's services are free. You do not need a lawyer for the complaint process, but you can seek legal advice at any time. Complaints can be made anonymously, but this does limit the VGCCC's ability to look into your issue and you will not receive updates on the progress of your complaint.</p>

Step 5: What remedies are available at this body?

Power	Description
Warm/direct referral	<p>If the VGCCC can't handle your complaint, it may refer you to a more appropriate organisation.</p> <ul style="list-style-type: none"> • The VGCCC will assess whether the complaint falls within its powers. • If it doesn't, they will refer you to the correct regulator or agency, providing contact details. • This referral may happen immediately, or after they contact you for more information. <p>Examples of referral destinations:</p> <ul style="list-style-type: none"> • Racing Victoria (for betting disputes and bookmaker rules) • Consumer Affairs Victoria (for venue service or consumer complaints) • ACMA (for SPAM or marketing issues under Commonwealth law)

Inspector powers	<p>Inspector powers</p> <p>Under section 10.5.9 of the GR Act, an inspector may do any of the following:</p> <ul style="list-style-type: none"> • require any person in possession of, or having control of, any machinery, equipment, or records regarding an activity regulated by a gaming Act, to produce them for inspection and answer questions • inspect, take copies of, or seize any equipment machinery, and/or records, if the Inspector considers it necessary for evidence • require a person, by written notice, to attend before the Inspector at a specified date and time to answer questions • require a person found on the premises to state their full name and residential address • call for police assistance if they are, or believe they'll be, obstructed while performing their duties. <p>Offences for obstruction of inspectors</p> <p>It is an offence to assault, obstruct, hinder, threaten, abuse, insult or intimidate an inspector trying to perform their duties. It is also an offence to not (without reasonable excuse) answer questions or give information to an inspector when required to do so or to not comply with an Inspector's direction to stop using any machinery or equipment considered by them to be unsatisfactory.</p>
Disciplinary Action Against Venue Operators	<p>The VGCCC may take disciplinary action against a venue operator. Grounds for disciplinary action are specified under section 3.4.25 of the GR Act. Disciplinary action may result in:</p> <ul style="list-style-type: none"> • cancellation or suspension of a venue operator's licence • changed terms of a venue operator's licence • a letter of censure, or • a fine of up to 5,000 penalty units. <p>Action could also be taken against the nominee, if they hold a Gaming Industry Employee (GIE) licence. The VGCCC may review the ongoing suitability of the nominee as an associate of the venue operator.</p> <p>Results of disciplinary action including the licensee's name and licence number, are made public on the VGCCC's website, newsletter, and in the Annual Report.</p>
Disciplinary Action Against a Gaming Industry Employee's Licence Holder	<p>Disciplinary action for a licensee, means written notice of any following actions:</p> <ul style="list-style-type: none"> • variation of the gaming industry employee's licence • suspension of the licence for a specified period • cancellation of the licence, and

	<ul style="list-style-type: none"> disqualification from obtaining or applying for a licence or permit under a gaming Act or a specified period (not exceeding 4 years) <p>Grounds for disciplinary action under the GR Act means any of the following grounds:</p> <ul style="list-style-type: none"> the licensee's been convicted or found guilty of a relevant offence the licensee has broken a condition of the licence the licensee has failed to provide information that he or she is required by the GR Act to provide, or has provided information knowing it to be false or misleading the licensee has become insolvent or under administration the licensee is not a suitable person to be the holder of the licence. <p>Relevant offence (in relation to licensee) means:</p> <ul style="list-style-type: none"> an offence against a gaming Act or gaming regulations an offence arising out of/in connection with the employment of the licensee under a gaming Act, and an offence involving fraud or dishonesty, punishable on conviction by imprisonment for 3 months or more.
Public Inquiries (Community Interest or Strategic Inquiries)	<p>The VGCCC also has the power to conduct inquiries where it has determined to do so or the responsible Minister has directed it to do so. These must be conducted in public. The Strategic Inquires Unit (SIU) supports the VGCCC to conduct inquiries that will focus on enhancing understanding of risks and emerging issues within the gambling industry and look for ways to improve practice and regulatory oversight.</p> <p>The VGCCC is currently undertaking an inquiry into the bingo sector, exploring "Keeping bingo social, safe and fair". The VGCCC is currently engaging with the bingo industry, community organisations and citizens, aiming to improve regulatory oversight of a sector that has not been examined in-depth for some time.</p> <p>The inquiry is concentrating on the parts of the bingo sector that operate in commercial settings and support charitable fundraising.</p>
Public Warnings and Awareness	<p>Although not a formal legal remedy, the VGCCC may:</p> <ul style="list-style-type: none"> Issue public statements or warnings where appropriate Name licence holders involved in misconduct Raise awareness about industry risks and problem gambling trends <p>This is often done through:</p> <ul style="list-style-type: none"> Media releases Newsletters

	<ul style="list-style-type: none"> Public registers on their website
Prosecution or Enforcement (via Inspector Referrals)	<p>In cases of serious non-compliance, VGCCC inspectors may:</p> <ul style="list-style-type: none"> Gather evidence for potential prosecution Refer matters to Victoria Police or other agencies Recommend further enforcement under the GR Act or other relevant laws
Ongoing Monitoring and Compliance Action	<p>Some complaints result in the VGCCC:</p> <ul style="list-style-type: none"> Auditing the gambling provider or venue Conducting follow-up inspections Monitoring compliance over time This supports long-term regulatory enforcement and system improvement.
Additional information you need to know	<p>The VGCCC cannot:</p> <ul style="list-style-type: none"> Provide financial compensation or refunds Decide personal betting disputes (e.g. rejected bets or odds disagreements) Act on civil contract breaches Handle customer service or non-gambling-related venue complaints
Exclusions	<p>The VGCCC cannot:</p> <ul style="list-style-type: none"> Give you financial compensation or damages for gambling losses Refund bets, pokie losses, or other money spent on gambling Order a gambling provider to pay you back Cancel a bet or reverse the outcome of a wager Resolve general betting disputes (e.g. rejected bets, odds disputes, payout arguments) Enforce civil contracts between you and a gambling provider Decide on disagreements about bookmaker terms and conditions Act like a court: the VGCCC is not a tribunal and cannot make legally binding compensation orders Help with non-gambling issues (like food, drink, or customer service at a venue) Handle issues with gambling companies based overseas (e.g. offshore betting sites)

Step 6: Preparing your complaint. What should your complaint look like? What should it include?

Requirement	Description
Format	<p>Complaints can be lodged in writing or verbally as follows:</p> <ul style="list-style-type: none"> • Online: fill in the online form available here. • By phone: 1300 599 759. • By mail: GPO 1988, Melbourne, Victoria 3001 <p>It is best to make your complaint in writing, as it means the VGCCC will have a permanent record of exactly what you have to say. To make it easier for you, the VGCCC suggest you make your complaint using the VGCCC's online complaint form.</p> <p>The VGCCC aims to acknowledge your complaint or disclosure within 5 working days. This may take longer for complaints sent by mail. In most cases, the VGCCC will notify you of the outcome within 90 working days. Complex complaints may take longer, but the VGCCC will let you know if that's the case.</p> <p>If you're not sure whether the VGCCC can help, if you'd like to speak with the VGCCC about your concerns or if you need help completing the complaint form, then please don't hesitate to contact the VGCCC on 1300 599 759.</p> <p>If you would like the assistance of an interpreter or translator this can be arranged free of charge by calling 131 450.</p>
Personal Details	<p>Generally speaking, to make a complaint, you should include:</p> <ul style="list-style-type: none"> • First and last name • Contact number • Email • Postal address (optional) <p>The VGCCC's online complaint form does not allow you to lodge a complaint anonymously. However, if you would like to remain anonymous, you can lodge a "tip off" by selecting the option "I would like to remain anonymous and want to advise the VGCCC of an issue to look into" at the beginning of the online form.</p>
Respondent's Details	<p>You should provide information about the organisation you are complaining about.</p>
Relevant Facts	<p>You should provide details of:</p> <ul style="list-style-type: none"> • Date and time of the incident; and • What happened (i.e. detailed summary of the incident). <p>You should provide as much detail as possible to help the VGCCC understand your complaint and the incident that occurred. If you have any documents to support your complaint they should be provided,</p>

	<p>including any correspondence you had with the organisation regarding the incident.</p> <p>The online form allows for supporting documents to be submitted. The file limit is 10mb per supporting document.</p>
What NOT to include	Do not make false or misleading statements. This is an offence.
Additional information you need to know	<p>You are required to make a declaration that the information is true and correct and acknowledge that enforcement action may be taken by the VGCCC as a result.</p> <p>You may be required to appear in court as a witness if required.</p>

Step 7: Lodging your complaint and next steps.

Step	Description
Where to lodge your complaint	<p>Complaints can be lodged in writing or verbally as follows:</p> <ul style="list-style-type: none"> • Online: fill in the online form available here. • By phone: 1300 599 759. • By mail: GPO 1988, Melbourne, Victoria 3001 <p>The VGCCC aims to acknowledge your complaint or disclosure within 5 working days. This may take longer for complaints sent by mail. In most cases, the VGCCC will notify you of the outcome within 90 working days. Complex complaints may take longer, but the VGCCC will let you know if that's the case.</p> <p>If you're not sure whether the VGCCC can help, if you'd like to speak with the VGCCC about your concerns or if you need help completing the complaint form, then please don't hesitate to contact the VGCCC on 1300 599 759.</p> <p>If you would like the assistance of an interpreter or translator this can be arranged free of charge by calling 131 450.</p>
Receipt	<p>The VGCCC aims to acknowledge your complaint or disclosure within 5 working days.</p> <p>This may take longer for complaints sent by mail.</p>
Initial assessment and referral	When the VGCCC receive a complaint, the VGCCC first look at whether the VGCCC or another organisation is best suited to deal with it. If the VGCCC assess that another organisation is better suited to dealing with some of your concerns, the VGCCC will provide you with contact information for them.

	During this stage, the VGCCC may ask whether you have already tried speaking with another more suitable regulator first as this may be an effective way to resolve your issues. The VGCCC can offer you support on how to speak with the regulator if you prefer to do so.
Investigations	<p>If the VGCCC decides to investigate a complaint, it will generally first conduct a preliminary inquiry for the purpose of determining whether to investigate a complaint.</p> <p>Once VGCCC has concluded its investigation, it will advise you in writing of the outcome.</p> <p>In most cases, the VGCCC will notify you of the outcome within 90 working days. Complex complaints may take longer, but the VGCCC will let you know if that's the case.</p>
Additional information you need to know	More information regarding the complaints process is available here .

Step 8: Post-complaint – what if you are not happy with the outcome of your complaint?

Avenue	Description
Internal review	<p>If you are not satisfied with the decision the VGCCC has made regarding your complaint, you can request a review within 28 days of the original decision.</p> <p>Send your request for an internal complaint review:</p> <ul style="list-style-type: none"> • via email to contact@vgccc.vic.gov.au or • by post to: GPO 1988, Melbourne, Victoria 3001 <p>Please include:</p> <ul style="list-style-type: none"> • your contact details • the case reference number • why you believe the decision was wrong • any new information • copies of letters or documents not given before • what outcome you want.
Victorian Ombudsman	If you're still not satisfied with the result, you can reach out to the Victorian Ombudsman .
Additional information you need to know	More information about how VGCCC handles decisions it has made is available here .

Step 9: Overlapping or Related Jurisdiction to the complaints body?

Jurisdiction	Description
Victorian Ombudsman	<p>The Victorian Ombudsman handles complaints about the general conduct of Victorian government organisations, local councils, statutory authorities, and Victorian universities and TAFEs.</p> <p>Phone: 03 9613 6222 or 1800 806 314 (Regional)</p> <p>Visit: https://www.ombudsman.vic.gov.au/</p> <p>Access the complaints form here</p>
Commonwealth Ombudsman	<p>The Commonwealth Ombudsman has a free and independent complaint handling service.</p> <p>Phone: 1300 362 072</p> <p>Visit: www.ombudsman.gov.au</p> <p>Access the complaints form here</p>
Racing Victoria	<p>Racing Victoria is responsible for licensing bookmakers in Victoria. The licensing and administration of bookmakers is managed through the Wagering Services Department. Wagering Services department deal with all bookmaker inquiries including: bookmaker licensing, stand allocations, and any compliance or regulatory issues.</p> <p>Phone: (03) 9258 4667</p> <p>Email: b.admin@racingvictoria.net.au</p> <p>Visit: https://www.racingvictoria.com.au/</p> <p>Access the complaints form here.</p>
Victorian Bookmakers Association	<p>The Victorian Bookmakers' Association (VBA) is an incorporated entity, formed in 1940, whose primary objectives are to, amongst other things, act as a statutory entity to guarantee the wagering activities of our Members pursuant the Racing Act 1958 (as amended) and interact with State and Federal Governments, especially Racing Victoria, the VCGLR and the Office of Gaming and racing, in respect of the promotion and regulation of wagering activities as these affect our Members.</p> <p>Phone: 03 9376 1933</p> <p>Email: info@vicbookmakers.com.au</p> <p>Visit: https://vicbookmakers.com.au/</p> <p>Access the complaints form here</p>
Australian Communication and Media Authority (ACMA)	<p>ACMA regulate communications and media to contribute to maximising the economic and social benefits of communications infrastructure, services and content for Australia.</p> <p>Phone: 1800 062 058</p> <p>Mail: PO Box 276, Collins Street West, VIC 8007</p> <p>Email: tio@tio.com.au</p>

	<p>Visit: https://www.acma.gov.au/complaints</p> <p>Access the complaints form here.</p>
AUSTRAC	<p>AUSTRAC performs a dual role as Australia's anti-money laundering and counter-terrorism financing (AML/CTF) regulator and financial intelligence unit. It regulate more than 17,000 businesses that provide financial, gambling, bullion, remittance and digital currency exchange services.</p> <p>Phone: 1300 021 037 Monday to Friday 8.30am to 5.00pm AEST/AEDT</p> <p>Visit: https://www.austrac.gov.au/contact-us</p> <p>Access the complaints form here.</p>
OVIC	<p>OVIC is Victoria's primary regulator and source of independent advice about how the public sector collects, uses and shares information.</p> <p>Phone: 1300 006 842</p> <p>Visit: www.ovic.vic.gov.au</p> <p>Access the contact page here</p>
Victorian Equal Opportunity and Human Rights Commission (VEOHRC)	<p>VEOHRC is an independent organisation with responsibilities under Victoria's human rights laws. It resolves complaints and undertakes education, engagement, investigations and independent reviews.</p> <p>VEOHRC advocates for stronger protections and greater respect for human rights and equality.</p> <p>Phone: 1300 891 848</p> <p>Visit: www.humanrights.vic.gov.au</p> <p>Access the complaints form here</p>
Courts and Tribunals	<p>Courts and tribunals make binding and enforceable determinations. You may want to seek legal advice about the option of pursuing your complaint at court if it relates to: compensation (including workers compensation claims), development application decisions, orders made by local councils, decisions, fines and orders of regulators and licensing authorities and disputes over expert assessments.</p>

Need help?

Organisations that can help you make your complaint, provide support or advocacy or give you more information

Organisation	Contact Details	How they can help
VGCCC	Website: https://www.vgccc.vic.gov.au/ Telephone: 1300 599 759. Email: contact@vgccc.vic.gov.au	You can contact VGCCC directly if you have any further questions or need assistance with your complaint.
Translating and Interpreter Service	Website: www.tisnational.gov.au Telephone: 131 450	Provides interpreting and translation services for people if English is not their first language.
National Relay Service	Website: www.accesshub.gov.au	Provides a range of services to support people who are deaf or have a hearing or speech impairment to communicate.

Self-help tools and additional resources

Resource	How this helps
Where to make a complaint	Guidance from VGCCC on how to make a complaint.
Law Society: Know Your Rights	Guidance for individuals who are uncertain about where to start when seeking legal advice.
Call It Out	Online register for racism/discrimination experienced or witnessed towards First Nations Australians. Not an official complaints body.