

THE PALACE CLUBS AND FLUTTERS COMPLAINTS PROCEDURE

We sincerely hope you have an enjoyable experience when ever you visit any of our clubs.

If however you have a complaint in respect of any matter relating to our bingo clubs, your initial point of contact should be with the manager of the relevant club. You should speak in person to the Manager, telephone or write to the club concerned. Please do not use social media to express your concerns. The addresses and telephone numbers of all our clubs are listed below.

Palace Bingo	Palace Bingo
Leicester Road	Jackson Street
Bedworth	Coalville
Warwickshire	Leicestershire
CV12 8AB	LE67 3LT
02476 312286	01530832056

If you are not satisfied with the resolution of the complaint with the club manager, you should write to Palace bingo Bedworth making your letter for the attention of Mr P Woolley, company director.

We are governed in the terms of Licence Conditions and codes of Practice (LCCP) and therefore if you feel your complaint still has not been resolved by the company director above and is an issue relating to gaming, you may write to the independent arbitrator listed below, who has been nominated to carry out any investigation relating to unresolved customer complaints.

INDEPENDENT BETTING ADJUDICATION SERVICE (IBAS)

PO BOX 62639

LONDON

EC39 3AS

Website address: www.ibas-uk.com

Any missed claims whether being link or in house will have a 7-day investigation time frame to look into, before our decision of the outcome. If you feel the investigation hasn't met your full satisfaction, please contact Mr P Woolley.