

Make a complaint

If you are concerned that someone may be doing the wrong thing, tell us about it.

You can lodge a complaint or tip us off about your concern and if we think someone has done or might be doing the wrong thing, we will investigate.

Complaints and tip-offs are two of the ways we can gather information and hold people doing the wrong thing to account and ensure the gambling industry in Victoria has integrity, and is safe and fair.

Submit a complaint

You can submit a complaint online at

vgccc.vic.gov.au/i-want/complaints-and-tip-offs/make-a-complaint

If you submit your complaint online you can expect a response within five business days.

Alternatively, you can print this form and mail it to:

Regulatory Services Division

VGCCC

GPO Box 1988

Melbourne VIC 3001

Responses to complaints made by mail may be delayed.

If you need help completing the form or want to make a complaint over the phone, please call **1300 599 759**.

We respect and protect the privacy of our users. Visit our privacy policy page vgccc.vic.gov.au/privacy-policy-statement for information on how we collect and use information.

Make a complaint

What is your complaint about?

advertising (betting)	illegal gaming machine	Responsible Service of Gaming (RSG)
bingo	inducements	self-excluded
bookmaker	Keno	staff conduct
casino operation	licence conditions	suitability
cash facilities	lotteries and competitions	table games
CCTV	lucky envelopes	trade promotions lotteries
Community Contributors Club administration/management	minors gambling	unauthorised gambling
credit betting	minors on gambling floor	underage employees
Electronic Gaming Machines (pokies)	online or social media	staff or venue conduct
excluded person	National Protection Consumer Framework	wagering
gaming industry employee	raffles	other
	result dispute	

If your complaint is about something that is not listed above, it may not be a matter we can help you with and you may need to direct your complaint to a different authority.

Details about your complaint

Where did the incident take place?

at a gaming venue	at Crown Casino	on the internet
at a racetrack	in a public area (such as a park or on the street)	other
at a licenced premises (Wagering/Keno/lottery/Bingo)	on social media	

What is the person, business or organisation name?

What is the address?

When did the incident occur?

Please tell us the date and time if you can. If you are unsure, please give as much information as possible.

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What happened?

Tell us about the incident. Please provide as much detail as possible

When, and how, did you raise your concerns?

Did you notify anyone in charge at the site about the incident?

Yes No

What is their name and position?

When, and how, did you raise concerns?

Have you notified any other agency? e.g. Victoria Police.

Yes No

Which agency or agencies? Please provide their contact details.

In what role are you making this complaint?

a member of the public

a police officer

an employee of the business

a customer of the business

a member of the gambling industry

(e.g. venue operator or gaming industry employee)

a member of the industry (e.g. a licensee or manager)

other

General complaint form

If the complaint is substantiated, are you willing to provide a written statement regarding the matter?

Yes No

About you

Would you like to make this complaint anonymously?

Yes No

Title Given name Surname

Street number Street name

Town or city State Postcode

Preferred contact number Email address

We will contact you via your email address. When you submit this form, you will receive an acknowledgement within five business days. You do not need to provide your mailing address, your phone number and your email address, but it is important to provide at least two contact methods so we can keep you informed of the results of our investigations. It also means that if we need more information, we can contact you directly without delaying the complaints process.

