

# SANTA YSABEL TRIBAL GAMING COMMISSION

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SYGC 14-I006

## Commission Regulation

### Patron Dispute Process

Pursuant to SYGC Gaming Ordinance Section XI (F), regulation of gaming activity, the Santa Ysabel Gaming Commission hereby adopts the following regulation:

#### **1.0 Patron Disputes Defined**

- A. Any dispute related to the outcome of any game;
- B. Any dispute related to the payment of wins or deductions for losses;
- C. Any accusation of collusion or fraud;
- D. Any accusation of the mishandling of confidential player information;
- E. Any complaint regarding mismanagement of a player's deposit account;
- F. Any complaint regarding software malfunction or computer irregularity in the processing of financial transactions or game play;
- G. All other complaints regarding the Tribe's interactive gaming systems.

#### **2.0 Procedure for Resolving Patron Disputes**

- A. If the dispute involves a perceived monetary loss to the patron of \$500 or less, Santa Ysabel Interactive (SYI) management may attempt to resolve or settle the dispute. However, if after the settlement negotiations, the patron is still dissatisfied, SYI management is required to advise the patron that if he or she wishes to contest management's decision, the patron has the right to have the Santa Ysabel Gaming Commission conduct an investigation. The patron shall be provided with contact information for the Gaming Commission. Whether the patron dispute is successfully resolved by SYI management or not, the attached Patron Dispute Report shall be completed and a copy provided to the Gaming Commission. The Report Number listed on the report will be in the following

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format: SYPD - (last two digits of the year) – sequential number beginning with 0001 (e.g. SYPD–14-0001).

- B. If the dispute involves a perceived monetary loss in excess of \$500, SYI management shall immediately notify the Gaming Commission. A Gaming Commission Agent will contact the patron and complete the Patron Dispute Report, and initiate an investigation. The Gaming Commission Agent will consult with SYI management regarding the circumstances of the dispute. SYI management shall decide how to resolve the dispute. If the decision does not satisfy the patron, or if the Gaming Commission Agent disagrees with the decision of SYI management, the Gaming Commission Agent shall inform the patron of appeal rights and procedure.
- C. Upon completion of the investigation, the Gaming Commission shall prepare a written notification to the patron and SYI management of the Commission's findings and of the right to appeal to the Gaming Review Board in accordance with the Tribal Gaming Ordinance.
- D. The party disputing the Commission's ruling (patron or SYI management) shall have thirty (30) days from receipt of the Commission's written notice of ruling to appeal the Commission's decision.
- E. If the Board or Commission receives written request to appeal within the specified time frame, the appellant shall be notified in writing by certified return receipt requested mail or hand served with notice of the date, time, and place for a scheduled appeal hearing before the Review Board. Every effort will be made to schedule the hearing within thirty (30) days of the receipt of the written request to appeal and in accordance with the Board's scheduled hearing dates.
- F. Notice of scheduled hearing dates shall also include the following advisories:
  - a. The appellant has the right to produce any evidence or witnesses relative to the dispute
  - b. The appellant has the right to representation of their own choosing and at their expense

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c. Failure to appear for the hearing as scheduled, without good cause, will result in the Commission's ruling prevailing and the appellant shall forfeit any further right to appeal

G. The Board shall serve written notice of its ruling to all involved parties within ten (10) days of the hearing by certified return receipt requested mail or hand served.

H. The ruling of the Gaming Review Board shall be final and binding upon both the patron and SYI management and not subject to further appeal.

Approved by:

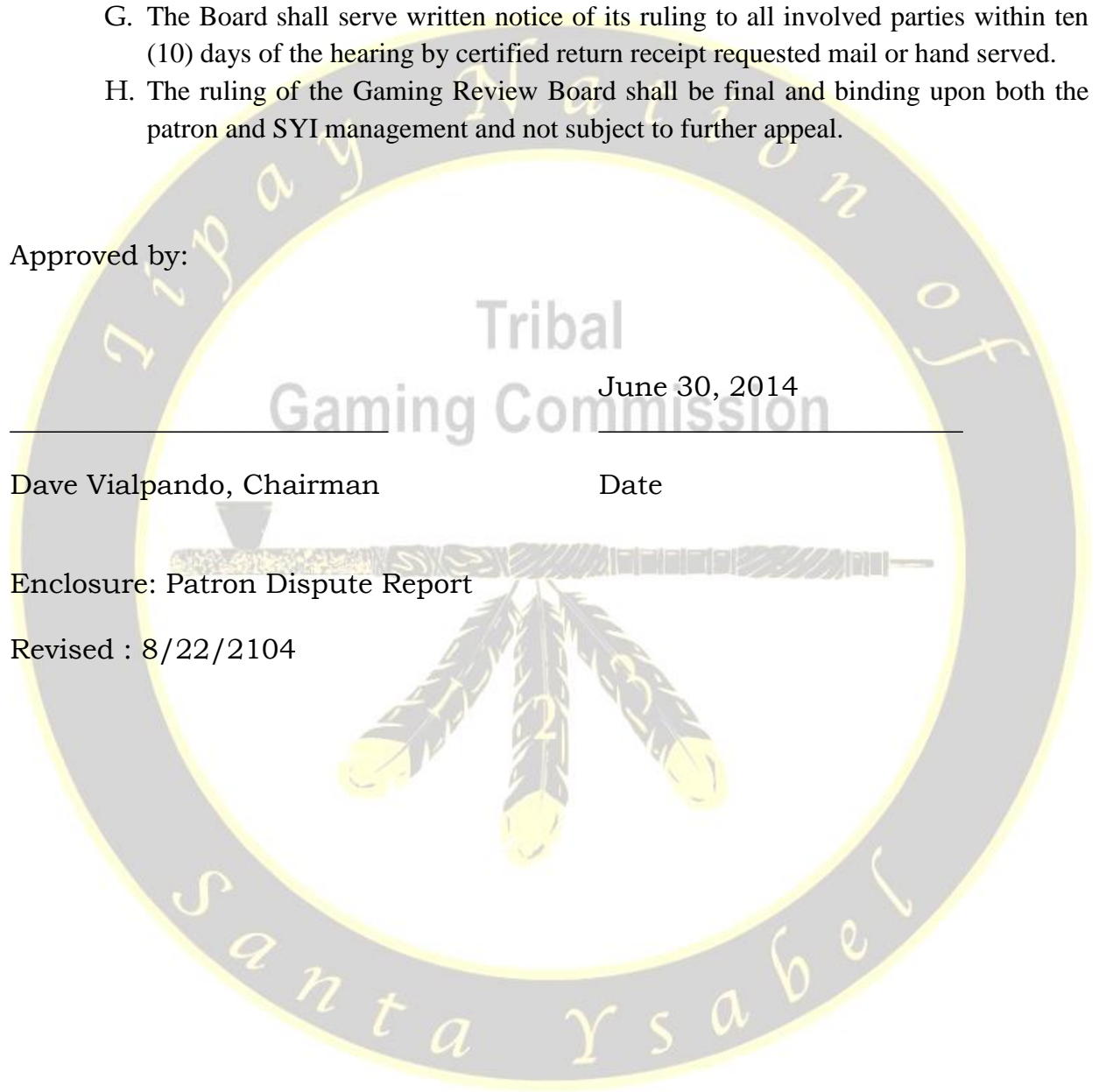
June 30, 2014

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Dave Vialpando, Chairman

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Date

Enclosure: Patron Dispute Report

Revised : 8/22/2104



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