QUEENSLAND THOROUGHBRED MINIMUM BET LIMITS - COMPLAINT PROCESS











- Lodge complaint via RQ website
 Minimum Bet Limits Information
- Provide required documentation
- · Declare valid complaint
- Automated response provided including reference number
- Relevant Authorised Operator is sent (to their nominated email address) a copy of the complaint form
- Authorised Operator responds to complaint providing any supporting documentation
- All relevant data is captured and reviewed according to the nature of complaint, the wagering customer and the Authorised Operator involved
- RQ reviews Authorised Operator response
- RQ advises wagering customer



 Further information requested if required prior to final review of complaint by wagering customer and Authorised Operator





NO



- RQ/Authorised Operator and RQ/Wagering Customer finalise review of all submissions and advise of outcomes between the parties
- Was a resolution between Wagering Customer and WSP reached?
- RQ makes a final review of all information received and makes a
 decision on the outcome of the complaint and advise outcome to
 both Wagering Customer and Authorised Operator as authorised
 by the Race Information Minimum Bet Limits Conditions effective
 January 1, 2018 for Queensland Thoroughbred races and from
 July 1, 2019 for Queensland Harness and Greyhound races.



COMPLAINT IS RESOLVED