

COMPLAINT/DISPUTE FILING PROCEDURE

The Compliance Department of the Santa Clara Pueblo Gaming Commission is responsible for investigating all patron complaints and disputes. A complaint may be seen as a difference of opinion between the casino and a patron, which does not involve any money or item of value, whereas a dispute is defined as a claim for a specific amount of cash or merchandise.

Whenever a patron has a complaint against or disputes a win or loss while at a Santa Clara Pueblo casino, they may request the Santa Clara Pueblo Gaming Commission to investigate their claim. Every complaint and dispute is taken very seriously by the Commission, assigned an incident number and given to a Gaming Inspector for investigation.

Patrons should file all complaints and disputes as soon as possible and in writing. All complaints and disputes should be (delivered, faxed, mailed, or emailed) to:

Santa Clara Pueblo Gaming Commission
PO Box 2688
104B South Riverside Drive
Española, NM 87532
Office: 505-747-4306
Fax: 505-747-4371
Email: compliance@scpgc.net

Patron will receive a notification of Commission receipt of their complaint or dispute.

A patron who is dissatisfied with the decision of the Gaming Enterprise as to any such dispute may appeal to the Commission, which will convene a hearing at which the patron and the Gaming Enterprise shall present their positions and any evidence relevant to the dispute. The decision of the Commission shall be final and not subject to review in the Tribal Court or elsewhere.

Knowingly making any false statement in a complaint filed with the Santa Clara Pueblo Gaming Commission may lead to a liable criminal or civil penalties for the wrongful initiation of lawful proceedings as affirmed in the Santa Clara Pueblo Gaming Code.

Santa Clara Pueblo Gaming Commission

Patron Complaint/Dispute Form

Patron Information

PLEASE NOTE: The following information is necessary to properly investigate your complaint/dispute. The biographical information is necessary to identify you on video recordings as well as describe you to witnesses and casino employees.

Name (First, Middle, Last)

Residential Address (Street, City, State, Zip Code)

Home Telephone Number

Business Name and Address (Street, City, State, Zip Code)

Business Telephone Number

Date of Birth

Sex

Race

Height

Weight

Hair Color

Hair Style

Do you have a player's card? No Yes If "Yes" list the card number here:

Clothing and Accessories: Please describe what you were wearing at the time of the incident. Include the general type of clothing, colors, patterns and jewelry or accessories as well as anything unique or distinguishing.

Incident Information

Name of Location Where Incident Occurred

Date Incident Occurred

Time Incident Occurred

Santa Clara Casino Resort Other:

Complaint Type:

Slot Machine

Sportsbook

Promotion

Other – Explain:

LOCATION: Please describe in detail, where you were in the casino at the time the incident causing your complaint/dispute occurred. If possible, list the exact slot machine or gaming table. If you do not know the machine or table number, provide a description of the location or directions.

Witnesses

Please list the names of the casino employees you spoke with about this incident. If other people were with you, please list their names, addresses, and telephone numbers.

I understand this report is being made to the Santa Clara Pueblo Gaming Commission and declare all information provided on this page and the following page(s) is true to the best of my knowledge and belief. I further understand if I have knowingly made false statements or intentional misrepresentations I may be liable for criminal or civil penalties as affirmed in the Santa Clara Pueblo Gaming Code.

When filing this complaint/dispute electronically, I understand my typed name substitutes for my signature.

Signature

Date

Santa Clara Pueblo Gaming Commission
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Narrative. In your own words, describe the incident in detail. Be sure to clearly state your complaint/dispute. Tell us what you reported to casino management and how they responded to your complaint. Identify by name or description all casino employees you dealt with concerning this complaint/dispute. Tell us what you want to happen as a result of your complaint/dispute. Feel free to use as many pages as necessary to state your complaint/dispute.
