



## Licensing Committee Agenda

Wyre Borough Council  
Date of Publication: 23 October 2019  
Please ask for : Emma Keany  
Democratic Services Officer  
Tel: 01253 887476

**Licensing Committee meeting on Thursday, 31 October 2019 at 6.00 pm  
in the Civic Centre, Poulton-le-Fylde**

**1. Apologies**

**2. Declarations of Interest**

Members will disclose any pecuniary and any other significant interests they may have in relation to the matters under consideration.

**3. Confirmation of minutes**

(Pages 1 - 4)

To confirm as a correct record the minutes of the meeting of the Licensing Committee held on 26 September 2019, attached.

**4. Exclusion of the public and press**

In accordance with Paragraph 11 of the Access to Information Rules in Part 4 of the Council's Constitution, the Chief Executive has determined that the report submitted under items 5 and 6 of this agenda are "Not for Publication" because they contain "exempt information", as defined in Schedule 12A of the Local Government Act 1972.

If the Committee agrees that the public and press should be excluded for the items, it will need to pass the following resolution:

"That the public and press be excluded from the meeting whilst agenda items 5 and 6 are being considered, as it refers to exempt information as defined in category 1 (information relating to any individual) of Part 1 of Schedule 12(a) of the Local Government Act, 1972, as amended by the Local Government (Access to Information) Variation Order 2006 and, that the public interest in maintaining the exemption outweighs the public interest in disclosing the information".

**5. Wyre dual driver licence holder with a recent conviction**

(Pages 5 - 12)

Report of the Service Director Health and Wellbeing, attached.

- 6. Complaint about a licensed Wyre dual driver licence holder** (Pages 13 - 32)  
Report of the Service Director Health and Wellbeing, attached.
- 7. Application to vary Permit GMP0011 in respect of the Bull Hotel** (Pages 33 - 46)  
Report of the Service Director Health and Wellbeing, attached.



## Licensing Committee Minutes

The minutes of the Licensing Committee meeting of Wyre Borough Council held on Thursday, 26 September 2019 at the Civic Centre, Poulton-le-Fylde.

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**Licensing Committee members present:**

Councillors Robinson, Cartridge, Armstrong, Sir R Atkins, Baxter, C Birch, Kay, Leech, Webster and Williams

**Apologies for absence:**

Councillors Smith, Swales, S Turner and Matthew Vincent

**Officers present:**

Mary Grimshaw, Senior Solicitor and Deputy Monitoring Officer  
Niky Barrett, Senior Licensing Officer  
Wayne Clarke, Senior Compliance Officer  
Roy Saunders, Democratic Services and Scrutiny Manager  
Emma Keany, Democratic Services Officer

No members of the public or press attended the meeting.

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**20        Declarations of Interest**

None.

**21        Confirmation of minutes**

The minutes of the Licensing Committee meeting held on 29 August 2019 were approved as a correct record.

**22        Exclusion of the public and press**

In accordance with Paragraph 11 of the Access to Information Rules in Part 4 of the Council's Constitution, the Chief Executive had determined that the report submitted under item 5 of this agenda was "Not for Publication" because it contains "exempt information", as defined in Schedule 12A of the Local Government Act 1972.

The Committee passed the following resolution:

"That the public and press be excluded from the meeting whilst agenda item 5

is being considered, as it refers to exempt information as defined in category 1 (information relating to any individual) of Part 1 of Schedule 12(a) of the Local Government Act, 1972, as amended by the Local Government (Access to Information) Variation Order 2006 and, that the public interest in maintaining the exemption outweighs the public interest in disclosing the information”.

**23 Wyre dual driver licence holder with a recent conviction**

The Service Director for Health and Wellbeing submitted a report to provide members of the Licensing Committee with information to assist them at the hearing.

The Wyre dual driver licence holder was unable to attend the meeting and so it was agreed, after discussion, that the item be **DEFERRED** until the next meeting of the committee on 31 October 2019.

**24 New applicant for a Wyre dual driver’s licence following previous revocation**

The Service Director for Health and Wellbeing submitted a report to provide members of the Licensing Committee with information to assist them at the hearing.

The applicant was present at the meeting and was supported by a friend and colleague.

The Senior Licensing Officer introduced the report.

The applicant and his supporter spoke to the committee, explaining the circumstances of the convictions, as referred to within the report.

The applicant’s supporter spoke in defence of his character, the circumstances of the application and advocated for the approval of a Wyre Taxi Driver licence.

Members of the committee put questions to the applicant, which were answered by both the applicant and his supporter.

After thorough and pertinent questioning, the applicant and his supporter, the Senior Licensing Officer and the Senior Compliance Officer left the room whilst the committee members considered the decision in a closed session.

The Senior Licensing Officer was asked to attend the closed session to explain in more detail Wyre’s application process which all applicants for drivers licence had to follow.

The Senior Licensing Officer, left once again before a decision was taken.

In reaching its decision the committee had regard to:

1. Part II. Local Government (Miscellaneous Provisions Act) 1976 Section

- 61 and
2. The Wyre Council Policy on Convictions and other Relevant Matters.

The applicant and his supporter, the Senior Licensing Officer and the Senior Compliance Officer were brought back into the room as the Licensing Committee reconvened and the Chairman announced the committee's decision.

**Decision**

The committee resolved to **APPROVE** the application and grant a three year dual drivers licence.

**Reasons for the decision**

The Committee was satisfied that the applicant was a 'fit and proper person' to hold a Wyre Dual Drivers Licence.

**25 New applicant for a Wyre dual driver's licence with previous convictions**

The Service Director for Health and Wellbeing submitted a report to provide members of the Licensing Committee with information to assist them at the hearing.

The applicant was present at the meeting.

The Senior Licensing Officer introduced the report.

The applicant spoke to the committee, setting out his perspective relating to the circumstances leading to the previous revocation, as outlined in the report.

The applicant, the Senior Licensing Officer and the Senior Compliance Officer left the room whilst the committee members considered the decision in a closed session.

In reaching its decision the committee had regard to:

1. Part II. Local Government (Miscellaneous Provisions Act) 1976 Section 61 and
2. The Wyre Council Policy on Convictions and other Relevant Matters.

The applicant, the Senior Licensing Officer and the Senior Compliance Officer were brought back into the room as the Licensing Committee reconvened and the Chairman announced the committee's decision.

**Decision**

The committee resolved to **APPROVE** the application and grant a three year dual driver's licence

**Reasons for the decision**

The Committee was satisfied that the applicant was a 'fit and proper person' to hold a Wyre Dual Drivers Licence.

The meeting started at 6pm and finished at 7pm.

**Date of Publication:** 4 October 2019

By virtue of paragraph(s) 1 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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of the Local Government Act 1972.

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Report of:	Meeting	Date
Mark Broadhurst, Service Director Health and Wellbeing	Licensing Committee	31 October 2019

<b>Application to vary Permit GMP0011 in respect of the Bull Hotel</b>
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**1. Purpose of report**

1.1 To consider an application to vary a gaming machine permit in respect of the Bull Hotel, 2 Blackpool Old Road, Poulton-le-Fylde, FY6 7DH.

**2. Outcomes**

2.1 That the application be determined by Members.

**3. Recommendation**

3.1 That Members consider whether to grant the application to increase the number of Category C gaming machines at the premises by one, to a total of six.

**4. Background**

4.1 A gaming machine is defined in the Gambling Act 2005 as: - 'A machine which is designed for use by individuals to gamble (whether or not it can be used for other purposes)'.

4.2 A Category C gaming machine is limited to a maximum stake of £1 and a maximum prize of £100.

4.3 Category C gaming machines may only be used by players who are aged 18 or over.

4.4 The Gambling Act 2005 does not place any restrictions on the number of Category C machines that premises licenced for the consumption of alcohol on the premises, under the Licensing Act 2003, may have.

4.5 Premises with a valid alcohol licence are automatically entitled to provide one or two category C machines, subject to the notification procedure and a one off fee of £50.

- 4.6 Applications for more than two machines must be determined by the local licensing authority, by way of a permit application. This is subject to an application fee of £100 and an annual fee of £50.
- 4.7 Wyre Council's current scheme of delegation provides for applications for up to four machines to be granted by an officer, while applications for five or more machines must be considered by the Licensing Committee.
- 4.8 Section 4(1) of Schedule 13 of the Gambling Act states "A licensing authority to whom an application is made under this Schedule shall consider it, having regard to the licensing objectives, any relevant guidance issued by the Commission under section 25 and such other matters as they think relevant".

The licensing objectives being:-

- Preventing gambling from being a source of crime or disorder, being associated with crime or disorder or being used to support crime;
  - Ensuring that gambling is conducted in a fair and open way; and
  - Protecting children and other vulnerable persons from being harmed or exploited by gambling
- 4.9 The Council's current Statement of Gambling Policy 2019-2021 addresses the provision of gaming machines on on-licensed premises in section 25 which is reproduced at **Appendix 1**.

## 5. Key issues and proposals

- 5.1 The licence holder has submitted an application to increase the number of category C gaming machines permitted on the premises, by one, to a total of six (**Appendix 2**).
- 5.2 The Bull Hotel currently has the benefit of a Gaming Machine Permit ref: GMP0011 (**Appendix 3**) which allows them to provide five Category C machines. The Licensing unit has no records of complaints or compliance issues relating to the provision of gaming machines at the premises.
- 5.3 **Appendix 4** is a plan of the premises, indicating where the current machines are sited and where the new machine would be located, should the permit variation be granted.
- 5.4 Holders of gaming machine permits must comply with any Code of Practice issued by the Gambling Commission about the location and operation of machines. A copy of the current Code of Practice is attached as **Appendix 5**.
- 5.5 Lancashire Police have been consulted and have raised no concerns about the granting of this application.



- 5.6** The Senior Licensing Officer visited the premises to assess the suitability of the proposed site for the additional gaming machine and is satisfied that if approved, it will be in clear sight of the bar staff and its' use will be monitored.
- 5.7** All staff at the premises undertake in-house training on age restricted products, including access to gaming machines, which is overseen by the Designated Premises Supervisor. They are also required to undergo refresher training periodically in accordance with the brewery Stonegate's due diligence policy.
- 5.8** On considering an application for a permit a licensing authority shall: -
- 1) Grant the application
  - 2) Refuse the application; or
  - 3) Grant it for: (i) a smaller number of machines that than specified in the application, (ii) a different category of machines from that specified in the application, or (iii) both.
- 5.9** The Licensing Authority may not attach conditions to a Licensed Premises Gaming Machine Permit.

<b>Financial and legal implications</b>	
Finance	The application attracted a £100 fee and if granted will continue to attract an annual fee of £50.
Legal	The hearing should be conducted following the principles of natural justice and in accordance with the Council's hearing procedures. Any person aggrieved by a decision of the Licensing Committee may challenge it on appeal to the Magistrates Court.

#### **Other risks/implications: checklist**

If there are significant implications arising from this report on any issues marked with a ✓ below, the report author will have consulted with the appropriate specialist officers on those implications and addressed them in the body of the report. There are no significant implications arising directly from this report for those issues marked with an X.

<b>risks/implications</b>	<b>✓ / x</b>
community safety	✓
equality and diversity	x
sustainability	x
health and safety	x

<b>risks/implications</b>	<b>✓ / x</b>
asset management	x
climate change	x
ICT	x
data protection	x

## **Processing Personal Data**

In addition to considering data protection along with the other risks/ implications, the report author will need to decide if a 'privacy impact assessment (PIA)' is also required. If the decision(s) recommended in this report will result in the collection and processing of personal data for the first time (i.e. purchase of a new system, a new working arrangement with a 3<sup>rd</sup> party) a PIA will need to have been completed and signed off by Data Protection Officer before the decision is taken in compliance with the Data Protection Act 2018.

report author	telephone no.	email	date
Niky Barrett	887236	Niky.barrett@wyre.gov.uk	10.10.19

<b>List of background papers:</b>		
name of document	date	where available for inspection
Statement of Gambling Policy	2019 – 2021	Licensing Office

## **List of appendices**

- Appendix 1 – Excerpt from the Council's current Gambling Policy
- Appendix 2 – Application form
- Appendix 3 – Current permit
- Appendix 4 – Plan of premises
- Appendix 5 – Gambling Commission Code of Practice

**25. Alcohol Licensed Premises Gaming Machine Permits**

- 25.1 There is provision in the Act for the licence holder of premises licensed to sell alcohol for consumption on the premises under the Licensing Act 2003, to be entitled, on notification and subject to the relevant fee, to provide two gaming machines, of categories C and/or D.

The automatic entitlement to have two such gaming machines ceases, when the holder of the premises licence gives up their interest in the licence.

Any subsequent holders of the premises licence are required to notify the Licensing Authority of their intention to make the gaming machines available for use and pay the prescribed fee.

The Licensing Authority may remove the automatic authorisation in respect of any particular premises where:

- The provision of such machines is not reasonably consistent with the pursuit of the licensing objectives; or
- Gaming has taken place on the premises that breaches a condition of Section 282 of the Act; or
- The premises are mainly used for gaming; or
- An offence under the Act has been committed on the premises.

- 25.2 Where a premises wishes to have more than two machines, it must apply for a Licensed Premises Gaming Machine Permit. The Licensing Authority must consider that application based upon the licensing objectives, any relevant guidance issued by the Gambling Commission and "such matters as it thinks relevant".

The Licensing Authority considers that "such matters" will be decided on a case by case basis, but primarily there will be regard to the need to protect children and vulnerable persons from harm or being exploited by gambling. It will expect the applicant to satisfy the Authority that there will be sufficient measures in place, to ensure that children under 18 years do not have access to the adult only gaming machines which must be operated in accordance with the Gambling Commission's Code of Practice.

- 25.3 Applications for permits for between two and four machines will ordinarily be granted by officers under delegated powers, unless the nominated Director considers that due to the circumstances in a particular case, the matter should be determined by the Licensing Committee.
- 25.4 Applications for five or more machines will be determined by the Licensing Committee
- 25.5 It is recognised that some alcohol licensed premises may apply for a premises licence for their non-alcohol licensed areas. In these circumstances applicants would have to apply for an Adult Entertainment Centre Premises Licence.
- 25.6 The Licensing Authority reserves the right to grant any application with a smaller number of machines and, or a different category of machines than applied for.

Wyre Council

**~~NOTIFICATION OF 2 OR LESS GAMING MACHINES OR GAMING MACHINE PERMIT APPLICATIONS~~ (i.e for greater than 2 machines) for: CONVERSION / NEW / VARIATION / ~~TRANSFER~~**

(FOR USE BY PREMISES LICENCES TO SUPPLY ALCOHOL FOR CONSUMPTION ON THE PREMISES)  
 Please refer to guidance notices at the back of this form before completing

<b>SECTION A – What do you want to do</b>	
1. Please indicate what you would like do	
a) <b>Notify</b> licensing authority that you intend to provide up to a maximum total of 2 gaming machines category C and / or D <i>(if you choose this option please complete sections D and E)</i>	<input type="checkbox"/>
b) Apply to <b>convert</b> an existing Section 34 permit issued under the Gaming Act 1968, into a licensed premises gaming machine permit (ie for more than 2 gaming machines) <i>(if you choose this option then please complete sections B, D and E)</i>	<input type="checkbox"/>
c) Apply for a <b>new</b> licensed premises gaming machine permit <i>(if you choose this option then please complete sections B, D and E)</i>	<input type="checkbox"/>
d) Apply to <b>vary</b> an existing licensed premises gaming machine permit <i>(if you choose this option then please complete sections B, D and E)</i>	<input checked="" type="checkbox"/>
e) Apply to <b>transfer</b> an existing licensed premises gaming machine permit <i>(if you choose this option then please complete sections C, D and E)</i>	<input type="checkbox"/>

<b>SECTION B – Application for grant (includes <u>conversion</u>, <u>new</u> and <u>variation</u> applications)</b>		
2. How many gaming machines are you currently authorised to provide and if this is a new or variation application, how many do you wish to provided? (please complete the boxes in the table)		
Category machine	Number currently authorised to provide	Number wish to provide (new or variation)
C	5	6
D		
TOTAL	5	6
3. If you are currently authorised to provide more than 2 machines, please provide your existing Section 34 Gaming Act 1968 permit, or provide reasons stating why it cannot be provided. Existing permit provided *		<input checked="" type="checkbox"/>
<i>(reasons why existing permit cannot be provided)</i>		

\* Please keep a copy of your existing permit on the premises to which it relates

Wyre Council

**NOTIFICATION OF 2 OR LESS GAMING MACHINES OR GAMING MACHINE PERMIT APPLICATIONS (i.e for greater than 2 machines) for: CONVERSION / NEW / VARIATION / TRANSFER**

(FOR USE BY PREMISES LICENCES TO SUPPLY ALCOHOL FOR CONSUMPTION ON THE PREMISES)

*Please refer to guidance notices at the back of this form before completing*

<b>SECTION C – Application for permit transfer</b> (ie, where a transfer has been requested for the Licensing Act 2003 premises licence)	
4. Name of person requesting the transfer .....	
5. Confirmation that an application to transfer the relevant Licensing Act 2003 Premises Licence has been:	
	Requested <input type="checkbox"/>
	Granted <input type="checkbox"/>
6. Please provide your existing permit, or provide reasons stating why it cannot be provided	Existing Permit provided <input type="checkbox"/>
Reasons why existing permit cannot be provided	

<b>SECTION D – General Information</b>
7. Name of Premises: The Bull Hotel
8. Address of Premises: 2 Blackpool Old Road, Poulton-le-Fylde, FY6 7DH
9. Telephone number of Premises: 01253 895598
10. Name of existing Premises Licence holder: Stonegate Pub Company Limited
11. Address of Premises Licence holder (if different from 8 above): Porter Tun House, 500 Capability Green, Luton, LU1 3LS
12. Telephone number (daytime) of Premises Licence holder: 01582 957163
13. E-mail address of Premises Licence holder (where available):
14. Name, address, telephone and e-mail of agent (eg Solicitor) if submitted on behalf of the applicant:  Michelle Peach, Poppleston Allen, 37 Stoney Street, The Lace Market, Nottingham, NG1 1LS Tel : 0115 953 8509 Email : m.peach@popall.co.uk
15. Licensing Act 2003 Premises Licence Reference (ie number): PL(A)0132

Wyre Council  
**NOTIFICATION OF 2 OR LESS GAMING MACHINES OR GAMING MACHINE PERMIT APPLICATIONS** (i.e for greater than 2 machines) for: CONVERSION / NEW / VARIATION / TRANSFER

(FOR USE BY PREMISES LICENCES TO SUPPLY ALCOHOL FOR CONSUMPTION ON THE PREMISES)  
*Please refer to guidance notices at the back of this form before completing*

**SECTION E – Fee and Signature(s)**

I enclose a sum of (£100.00) (cheques should be made payable to . . . . .)

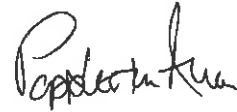


*I understand that I must comply with the Gaming Machine Code of Practice for Alcohol Licensed Premise Permits and Permissions issued by the Gambling Commission. (see guidance note 8)*

Please note: It is an offence under section 342 of the Gambling Act 2005 if a person, without reasonable excuse, gives to a licensing authority for a purpose connected with that Act information which is false or misleading

Dated: 02 October 2019

Signed (by or on behalf of Licensing Act 2003 Premises Licence holder) . .



Print Name: Poppleston Allen – Solicitors for & on behalf of the applicant

**Official Use Only**

Date of receipt . . . 3.10.19 . . . . .

Signature and name of staff who received: . . . . .

Date of receipt of fee . . . 3.10.19 . . . . .

Signature and name of staff who received fee: . . . . .

Application accepted / ~~returned~~ (please delete as appropriate)

Date of premises licence (Licensing Act 2003) transfer (if applicable) . . . . .



**LICENSED PREMISES GAMING MACHINE PERMIT  
PERMIT NUMBER - GMP0011**

DETAILS OF THE LICENSED PREMISES GAMING MACHINE PERMIT
<p>This licensed premises gaming machine permit authorises</p> <p><b>Stonegate Pub Company Limited</b></p> <p>To make gaming machines, of the category and number specified below, available for use on the following premises</p> <p><b>The Bull Hotel</b></p> <p><b>2 Blackpool Old Road Poulton-Le-Fylde Lancashire FY6 7DH</b></p>
NUMBER OF MACHINES PERMITTED
<p><b>5 Category C Machines</b></p>
EFFECTIVE DATE OF THIS PERMIT
<p><b>17th July 2017</b></p>

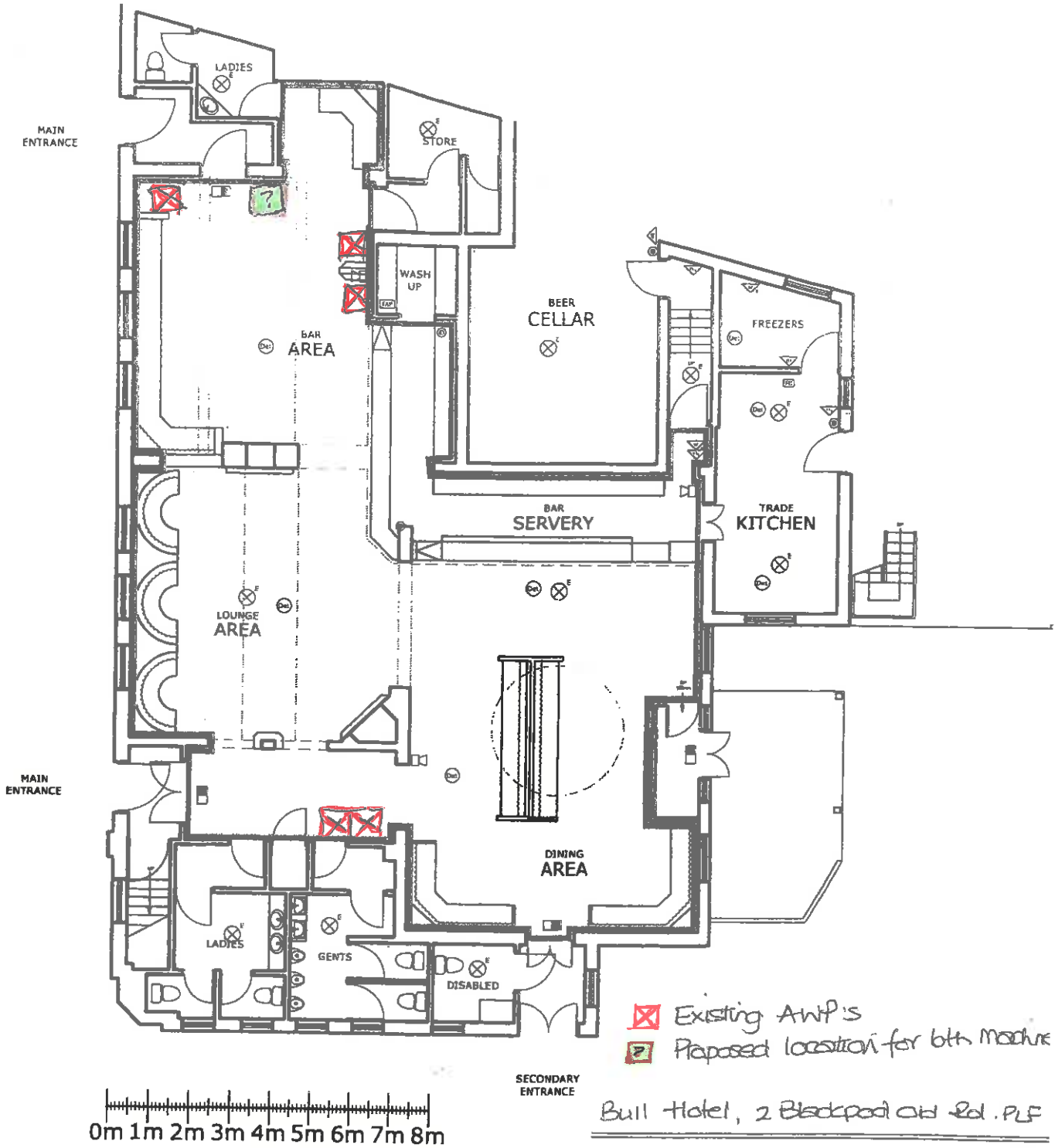
ISSUED on 17th July 2017

Issued on behalf of Wyre Council

A handwritten signature in black ink, appearing to read "M Brantly".

Service Director, Health and Wellbeing

Licensing Section. Wyre Council, Breck Road, Poulton le Fylde. Lancashire. FY6 7PU  
Tel: 01253 887406. Email: [licensing@wyre.gov.uk](mailto:licensing@wyre.gov.uk). Website: [www.wyre.gov.uk](http://www.wyre.gov.uk)





# GAMBLING COMMISSION

## Code of practice for gaming machines in clubs and premises with an alcohol licence

For club gaming permits, club machine permits and alcohol licensed premises

August 2014

### 1 For club gaming permits, club machine permits and alcohol

This is the Commission's Code of Practice issued under section 24 of the Gambling Act 2005 (the Act) relating to provision of facilities for gaming machine gambling in accordance with club gaming, club machine and alcohol licensed premises permits. This includes:

- Registrations under Parts II and III of the Gaming Act 1968 which, under transitional provisions, are treated as club gaming and club machine permits respectively
- Club gaming and club machine permits issued under the Club Gaming and Club Machine Permits (Scotland) Regulations 2007
- Premises which have a licence issued by a Licensing Board under section 26(1) or 47(2) of the Licensing (Scotland) Act 2005 authorising the sale of alcohol on the premises.

#### Code provision 1.1

#### Club gaming permits, club machine permits and alcohol Gaming machines in clubs and premises with an alcohol licence

- 1 Compliance with the code of practice should be the responsibility of a designated person:
  - in pubs in England and Wales: the designated premises supervisor (which the Licensing Act 2003 requires as a condition of any alcohol premises licence)
  - in premises which are licensed to serve alcohol for consumption on the premises under the relevant Scottish licence: the premises manager (which the Licensing (Scotland) Act 2005 requires as a condition of the premises licence), or,
  - where an occasional licence is held, a responsible person designated by the holder of the licence
  - in clubs in England and Wales:
    - if an alcohol licence is held, the designated premises supervisor
    - if no alcohol licence is held, a responsible individual to be nominated by the club management or other governing body elected by the members
  - in clubs in Scotland:
    - for a qualifying club under the Licensing (Clubs) (Scotland) Regulations 2007 (SI No 76 of 2007) a person nominated by the club management committee, or other governing body elected by the members, and who is trained in accordance with the Licensing (Training of Staff) (Scotland) Regulations 2007
    - for a qualifying club operating under an occasional licence a responsible person to be nominated by the club management committee or other governing body elected by the members
    - the name and contact details of the nominated person should be made available to the clerk of the relevant licensing board.

## 2 Location and operation of machines

### All permit holders

**Compliance with these provisions is a condition of your permit, and failure to do so could result in revocation of the permit.<sup>1</sup>**

#### Code provision 2.1

##### Location and operation of machines

##### All permit holders

- 1 All gaming machines situated on the premises must be located in a place within the premises so that their use can be supervised, either by staff whose duties include such supervision (including bar or floor staff) or by other means.
- 2 Permit holders must have in place arrangements for such supervision.
- 3 All gaming machines situated on the premises shall be located in a place that requires a customer who wishes to use any ATM made available on the premises to cease gambling at the gaming machines in order to do so. 'ATM' means a machine located on the premises, which enables a person using it to obtain cash by use of a credit or debit card.

## 3 Access to gambling by children and young persons

**Compliance with this section is not a condition of your permit. However it sets out good practice in this area and the Commission considers it should be implemented by permit holders.**

#### Code provision 3.1

##### Access to gambling by children and young persons

##### All permit holders

- 1 Permit holders should put into effect procedures intended to prevent underage gambling. This should include procedures for:
  - checking the age of those who appear underage
  - refusing entry to anyone unable to produce an acceptable form of identification.
- 2 Permit holders should take all reasonable steps to ensure that all relevant employees understand their responsibilities for preventing underage gambling.
  - Permit holders should only accept identification which:
  - contains a photograph from which the individual can be identified
  - states the individual's date of birth
  - is valid
  - is legible and has no visible signs of tampering or reproduction.
- 3 The Commission considers acceptable forms of identification to include: any identification carrying the PASS logo (for example Citizencard or Validate); a driving licence (including provisional licence) with photocard; or a passport.

<sup>1</sup> Compliance with these provisions is a condition of the relevant permit as a result of the Gambling Act 2005: section 271 for Club Gaming Permits, section 273 for Club Machine Permits, section 282 for alcohol licensed premises using their automatic machine permissions and section 283 for licensed premises Gaming Machine Permits and alcohol licensed premises Gaming Machine Permits.

**Code provision 3.2**

**Access to gambling by children and young persons**

**All permit holders**

- 1 Procedures should be in place for dealing with cases where a child or young person repeatedly attempts to gamble on category B or C machines, including oral warnings, reporting the offence to the Commission and the police, and making available information on problem gambling.

**4 Complaints and disputes**

**Compliance with this section is not a condition of your permit. However it sets out good practice in this area and the Commission considers it should be implemented by permit holders.**

**Code provision 4.1**

**Complaints and disputes**

**All permit holders**

- 1 Permit holders should put into effect a written procedure for handling customer complaints and disputes regarding the use of gaming machines on their premises
- 2 A 'complaint' means a complaint about any aspect of the permit holder's conduct of their permissible activities, and a 'dispute' is any complaint which:
  - a) is not resolved at the first stage of the complaints procedure, and
  - b) relates to the outcome of the complainant's gambling transaction.
- 3 Permit holders should ensure that:
  - customers are told the name and status of the person to contact about their complaint
  - customers are given a copy of the complaints procedure on request or on making a complaint
  - all complaints are handled in accordance with the procedure.

Gambling Commission August 2014

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**Keeping gambling fair and safe for all**

For further information or to register your interest in the Commission please visit our website at:  
**[www.gamblingcommission.gov.uk](http://www.gamblingcommission.gov.uk)**

Copies of this document are available in alternative formats on request.

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Victoria Square House  
Victoria Square  
Birmingham B2 4BP

T 0121 230 6666

F 0121 230 6720

E [info@gamblingcommission.gov.uk](mailto:info@gamblingcommission.gov.uk)

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