

# Making a complaint about illegal betting and other gambling regulatory violations.

OPAP being adhered to the current regulatory gaming framework and focused on the promotion of responsible and clear gaming, has established a structured mechanism in order to combat illegal betting activities and other gaming regulatory violations. OPAP is determined to work together with a diverse number of bodies and groups to achieve positive outcomes for the Greek community and the gaming industry in Greece.

Complaints may be made in writing by email or letter. You may also telephone OPAPs Illegal Betting Office at **210-5798088**.

Complaints should include details on any alleged incident or issue including name of premises, location, time, date and when possible the names of any people involved. While you may complain **anonymously**, this may hinder our investigators from securing further information to investigate the complaint. We are able to keep complainant details private and do not disclose them to third parties.

It is important that all information submitted in the complaint is accurate and correct, including as much factual information as possible.

Complaints may be made by calling OPAPs Illegal Betting Office at **210-5798088** **OR** by sending the following **complaint form** by email to [ibo@opap.gr](mailto:ibo@opap.gr), by Fax at **210-5798788** or by mail to the following address:

108 Athinon Ave., 10442, Athens

Att. To Illegal Betting Office (Risk & Security Team)

## Complaints process

Complaints are handled systematically to ensure investigative policies and procedures are followed. In general terms, the complaints cycle can be seen as a four-step process:



**Complaints should regard and may result in the investigation of the following:**

- minors in licensed OPAP's network of gaming venue
- illegal or unauthorised gambling/betting
  - Have you seen customers that advertise other companies?
    - If yes, please state the period
    - If yes please state any info regarding the individual/s
    - If yes please state any info regarding the company/companies
  - Have you seen customers that try to attract clientele on behalf of other companies?
    - If yes, please state the period
    - If yes please state any info regarding the individual/s
    - If yes please state any info regarding the company/companies
  - Has anyone tried to persuade you to cooperate with other companies?

For OPAPnet

- If yes, please state the period
  - If yes please state any info regarding the individual/s
  - If yes please state any info regarding the company/companies
- illegal gambling venues
  - Have you spotted any illegal betting or gaming close to your agency?
    - If YES, please state the period
    - If YES please state any info regarding the individual/s
    - If YES please state any info regarding the company/companies/ actions involved.
- violations and breaches of gambling regulation acts.