

## Class 3 and 4 Appeals and Complaints

The Gambling Act 2003 created the Gambling Commission, an independent body with broad powers. The Act also disestablished the Casino Control Authority.

### Appeals on Class 4 licensing decisions

Decisions the Department of Internal Affairs makes in relation to Class 3 and Class 4 licences can, in general, be appealed to the Gambling Commission.

Where the Department has refused to grant, amend or renew a licence, or has added, amended or revoked a condition of a licence, or has suspended or cancelled a licence, the affected society can lodge an appeal within 15 days of receiving the decision.

The Gambling Commission may confirm, vary or reverse the Department's decision, or refer the matter back to the Department for reconsideration. Existing licences continue in force during the appeal period.

### Complaints about the conduct of Class 4 gambling

Anyone can make a complaint to the Secretary of Internal Affairs about how gaming machines in pubs and clubs are run. The Secretary must investigate this complaint.

If the complainant is unhappy about the way the Secretary handled the complaint, the complainant can complain to the Gambling Commission. The Gambling Commission will consider this matter, and will report to the Minister of Internal Affairs if necessary.

### Other roles

The Gambling Commission's other roles include:

- Having extensive powers in relation to gambling in casinos, including the power to suspend or cancel licences and to set, vary or revoke licence conditions
- Being involved in setting the problem gambling levy
- Advising the Minister of Internal Affairs on matters relating to the Commission's functions.

The Gambling Commission's contact details are:

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