



# In-Person Patron Dispute Form

Please Print Clearly

In-Person

Telephone

Patron Information	
Patron Name:	Patron Contact:
Patron Mailing Address:	
City/State/Zip	
Patron Email:	
ACE Club Card #:	
Patron DOB:	
Patron DL/ ID #:	
Location of /Dispute	Cathedral City Palm Springs Rancho Mirage Fuel

ACGC Officer Information	
Date & Time:	Received by:
Interviewed by:	
Statement Attached Y / N	

The above referenced Patron has requested a resolution by the Agua Caliente Gaming Commission of the complaint identified in the narrative attached.

The Patron initiating this complaint shall be given a copy of this Patron Dispute Evaluation form which includes a course of action and a timeline. The start date of the timeline begins on the date that this request is initiated at the Agua Caliente Gaming Commission.

The request for resolution of this complaint has to be initiated at the Agua Caliente Gaming Commission, 960 E. Tahquitz Canyon Way, Palm Springs, CA 92262.

Upon receipt of this request, the Agua Caliente Gaming Commission will conduct a complete investigation into the claim and shall render a decision consistent with federal Gaming standards. The decision shall be issued within sixty (60) days of this request and shall be based upon the facts surrounding the dispute, and shall provide the reasons for the decision. Tribal – State Compact Section 10.0. (b)

If the claimant is dissatisfied with the decision of the Agua Caliente Gaming Commission or no decision is issued within the sixty (60) day period, the claimant may request that any such complaint over any claimed prize or winnings and the amount thereof, be settled by binding arbitration before a single arbitrator, who shall be a retired judge, in accordance with the streamlined arbitration rules and procedures of JAMS (or if those rules no longer exist, the closest equivalent). ACGC Patron Dispute Regulation ACGC-006.

Patron Name-Please Print

Patron Signature

Date

