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Directive 20/2017

### **Procedure for Submission and Examination of Complaints**

According to section 11(b) of the Betting Law 2012, L. 106(I)/2012, as amended or replaced from time to time (hereinafter referred to as the “Law”), the National Betting Authority (hereinafter the «Authority») has the power to draft and issue Regulations and Directives for the best possible application of the Law. Directive No. 20/2017 is drawn up on the basis of the provisions of article 11(g) of the Law in relation to the powers of the Authority to determine the procedure for submitting and examining filing complaints to the Authority or to Class A or B licenced bookmaker or authorised representative and the examination thereof.

2. As a consequence, a three-member committee has been established to examine complaints or violations. The committee has the competence to hear any witness and take written statements by persons involved who must state any relevant information or evidence.

3. The procedure for examining complaints is carried out in the manner set out below:

(a) A copy of the potential violation or complaint is sent to the licensee against whom the complaint is made.

(b) The person against whom the complaint is made is called to submit his position, in person or in writing.

(c) The committee may:

(i) call witnesses and demand their attendance, the attendance of the person against whom the complaint is made as well as the complainant,

(ii) accept any testimony, written or oral, even if such testimony would not have been admitted in any civil or criminal proceedings,

(iii) require the presentation of any document or other evidence connected to the case.

(d) The person against whom the complaint is made has the right to proceed with the following if so demanded by the committee:

(i) submit a written statement to the Authority and/or to the complainant in the form of a reply to the complaint,

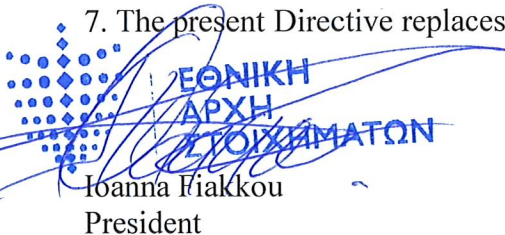
(ii) submit to the Authority and/or to the complainant copies of any relevant document in his possession, either in original form or as certified – copy of its authenticity, as well as any correspondence between the two parties concerned regarding the complaint or violation.

4. Thereafter, following completion of the above procedure, the three-member committee that is in charge of examining complaints or violations, shall submit its findings to the Authority, fully justified, and shall also submit all relevant evidence for the purpose of taking a decision.

5. Provided that the Authority shall apply the aforementioned procedure in order to establish whether the licensee or authorised representative have not violated the terms on the basis of which the licence was granted. If there is a violation of the terms of the licence, then the Authority shall take relevant action.

6. The decision of the Authority is notified in writing to both parties concerned.

7. The present Directive replaces Directive 4/2016.



ΕΛΛΗΝΙΚΗ  
ΔΗΜΟΚΡΑΤΙΑ  
ΥΠΟΥΡΓΕΙΟ ΥΓΕΙΑΣ  
ΚΑΙ ΚΟΙΝΩΝΙΑΣ  
ΙΟΑΝΝΑ ΚΙΑΚΚΟΥ  
ΠΡΟΕΔΡΟΣ

Ioanna Kiakkou  
President

*\*in case of discrepancy between English and Greek versions, the Greek version supersedes*