

# Patron Dispute Petition Form

The Grand Traverse Band of Ottawa and Chippewa Indians Gaming Code and regulations, adopted by the Tribal Council and approved the National Indian Gaming Commission, charge the GTB Gaming Commission with receiving complaints rendering decisions in all patron disputes. A dispute is defined as a complaint a patron has regarding winnings and losses or the conduct of gambling at a casino operated by the Economic Development Corporation. Patrons that have a dispute with a casino may request the Gaming Commission to investigate their complaint. The Commission treats all disputes very seriously.

Patrons are not required to use this form to submit a dispute, but the Commission will not consider any dispute that is not in writing and received within 5 business days of the petitioner learning of the facts giving rise to the dispute. It is important that a petition be filled out as completely, accurately, and legibly as possible. Patron Dispute Forms may be filed in person, mailed or faxed to the Commission:

Grand Traverse Band Gaming Commission  
2605 N. West Bayshore Drive  
Peshawbestown, MI 49682  
  
(phone) (231) 534-7599  
(fax) (231) 534-7160

Patrons will receive immediate notification of Commission receipt of their Patron Dispute Form. The Commission will send an official determination letter to the patron after it concludes its review.

\*\*\*Regulation 5.02(a)(1) The Gaming Commission has original hearing authority over the following matters: Patron Disputes under 18 GTBC § 111(c);

Regulation 5.05(a) A patron dispute under 5.02(a)(1) must be filed within five days of the day the patron knew or should have known about the facts giving rise to the dispute.\*\*\*

Date of Incident: \_\_\_\_/\_\_\_\_/\_\_\_\_ Time of Incident: \_\_\_\_\_(am / pm)

Your Name: \_\_\_\_\_  
(Last) (First) (Middle)

Home Address: \_\_\_\_\_  
\_\_\_\_\_

Phone (Home): (\_\_\_\_) \_\_\_\_\_ Business: (\_\_\_\_) \_\_\_\_\_

Casino Where Incident Occurred: \_\_\_\_\_

Casino Employee(s) Involved: \_\_\_\_\_

Witness(es) (Include name, address & telephone number):

---

---

---

Location (Describe in as much detail as possible where you were gaming when the dispute or incident occurred. If known, list the exact slot machine number or table game number; or describe the machine or table and its location as best you can):

---

---

Summary of Incident (Describe in detail the events of the incident to the best of your knowledge. Use additional pages if necessary):

---

---

---

---

---

---

---

---

---

---

Summary of Casino's Response (Describe in detail the casino's attempt to resolve your dispute, including any actions taken by the casino or statements made to you by casino personnel):

---

---

---

I certify that the facts I furnished above are true and accurate to the best of my recollection. I understand that it is a violation of law to claim or attempt to claim anything of value in or from gambling games with intent to defraud, without having made a wager contingent on winning a gambling game, or for an amount of money or thing of value of greater value than the amount won.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_