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<https://lnkd.in/ev9ptx7q> The Government's White Paper on gambling industry reform was published earlier today and recommends, among other things, the creation of a non-statutory gambling ombudsman with the wider remit to adjudicate on complaints relating to social responsibility or gambling harm. The White Paper sets the target of establishing a new ombudsman "within a year" and says that the process for its appointment will commence in the summer. Our position has always been that if a gambling ombudsman is to be created, it makes overwhelming sense to build on the foundations of experience and understanding that IBAS already offers. We believe that this approach offers the best option, for consumers and the wider industry.

We have built 25 years of gambling dispute resolution experience and no one knows better the industry and what concerns its customers. We support today's recommendation and look forward to engaging with a range of stakeholders to begin considering how a transformation process can work. We appreciate that the issue of adjudicating on complaints relating to social responsibility or gambling harm is a complex challenge but it is one that we are committed to rise to, hopefully with the valuable input and support of many of you who follow our work.

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