

We want to assist you in achieving a fair, just and equitable resolution.

If you have further questions regarding your dispute, please contact us.



Dial **5585 or 5590**  
from any casino house phone



Call **(909) 838-0558**



For more information please visit  
[sanmanuel-nsn.gov/patrondisputes](http://sanmanuel-nsn.gov/patrondisputes)

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## ABOUT US

The San Manuel Tribal Gaming Commission (SMTGC) is an independent Tribal governmental agency established by the San Manuel Band of Mission Indians, under Tribal law, to regulate Gaming Activities within the Tribe's jurisdiction. The Tribe established the SMTGC as the regulatory agency responsible for ensuring the integrity of the Gaming Activities, protecting the reputation of the Gaming Operation, and providing a fair process by which patrons can seek resolution to disputes over the play or operation of any game, including any refusal to pay to a patron any alleged winnings from any Gaming Activities.

**3 days** to notify the casino of any issue over the play or operation of gaming activity

**15 days** from receiving this notice to submit a completed Gaming Activity Dispute form to the San Manuel Tribal Gaming Commission (SMTGC)

**20 days** from the date of the Gaming Commission's decision to file an appeal, if dissatisfied



**San Manuel Tribal Gaming Commission**  
27995 Highland Ave., Suite 301  
Highland, CA 92346  
(909) 863-2150 x605500

Office Hours: Mon. - Fri., 7am to 4:30pm

## Patron Disputes

# YOUR LEGAL RIGHTS & RESPONSIBILITIES

This pamphlet is your written notification of the dispute process and your resolution rights. Please read thoroughly and note the important timeframes below.

You have...

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## Give the Casino a chance to help you

If you believe that you have not received the appropriate winnings for game play, you may bring your concern to the attention of any Casino personnel overseeing the games in the disputed area. They, in turn, will immediately summon a member of Casino Management to address your issue. Casino Management will make reasonable efforts to resolve the matter to your satisfaction. In some cases, you may be accommodated for your trouble at the discretion of Management. (i.e. Meal comp, Game play, etc.)

## Don't wait to report your issue

You are encouraged to make your complaint immediately when the disputed play occurs so that all evidence can be collected and preserved; however, you have up to **THREE (3) days** from the initial occurrence of the issue to submit an oral or written complaint to Casino Management.

## You have the right to seek resolution

If you are not satisfied with the explanation provided by Casino Management, you have the right to make a formal complaint and seek resolution of the dispute by the San Manuel Tribal Gaming Commission (SMTGC). Casino Management will provide you with written notification of your rights (this pamphlet) and will contact an SMTGC investigator to begin the formal dispute process.

## SMTGC will conduct an investigation

The SMTGC investigator will thoroughly document the events surrounding the disputed play. This may include taking photos, obtaining written statements from involved parties and witnesses, testing the software of any computerized gaming equipment implicated, reviewing surveillance video recordings, and capturing any other relative evidence. The investigator will also postpone payment of winnings or delay distribution of prizes pending final resolution of the dispute.

## You MUST submit a dispute form

In order for the SMTGC to review your complaint, you must complete and submit a Gaming Activity Dispute form. You have **FIFTEEN (15) days** from receiving written notification of your rights (this pamphlet) to complete and submit the form to the SMTGC, along with any additional documents, photos, video, or other evidence you feel is relevant to the dispute.

## While we review your dispute, keep talking with the Casino

During the SMTGC review process, it is encouraged that both you and Casino Management continue to communicate in order to reach a settlement.

## SMTGC will provide a written decision

Once your completed Gaming Activity Dispute form is received, the SMTGC has up to sixty (60) days to review the investigative report and evidence before rendering a decision. You will be notified in writing of the ruling.

PLEASE NOTE: If it is determined that the dispute involves a machine malfunction caused by mechanical, electronic, or electromechanical failure, the claim for the winnings will be denied; however, reimbursement of the amount wagered during the malfunction shall be awarded.

## You have the right to appeal

If you are dissatisfied with the decision of the SMTGC, you have **TWENTY (20) days** from the date of the decision to file an appeal with the San Manuel Tribal Court. Failure to appeal within this timeframe renders the decision unappealable. Instructions for filing an appeal will be included in the written decision from the SMTGC and can also be found at the website address provided within this pamphlet. Resolution of the dispute before the Tribal Court system shall be at no cost to you, except for your attorney's fees, should you choose to retain legal counsel.

## Tribal Court will review and rule

In accordance with court rules, the Tribal Court, as the independent body who exercises civil jurisdiction, will review the appeal and issue their ruling to the involved parties.

## Appellate Court option depends on Game Classification

Should you choose to appeal the SMTGC's decision, the ruling of the Tribal Court may or may not be final. This is dependent upon the classification of the game involved in the dispute, as defined by the Indian Gaming Regulatory Act (IGRA). For a dispute involving a Class II game, the ruling of the Tribal Court is final. For a dispute involving a Class III game, you have the right to appeal the decision to the Appellate Court and the ruling of the Appellate Court is final.

## Award disbursement will occur after final resolution is reached

Within seven (7) business days of receiving the ruling from the Court, the SMTGC will send a copy of the Court's ruling to you and the Casino, and will let you know if the ruling is final or if further appeal is an option. If the Court's ruling is final and requires the awarding of winnings, the SMTGC shall require the disbursement within ten (10) days from the date our written notification is sent to you and the Casino.

## Keep us informed of address changes

Throughout the patron dispute process, it is your responsibility to keep the SMTGC and the San Manuel Tribal Court informed of your current mailing address.

Please gamble responsibly.

1-800-GAMBLER