



## Ohio Administrative Code Rule 3775-16-21 Patron complaints.

Effective: [October 15, 2022](#)

---

(A) Whenever a sports gaming proprietor refuses payment of alleged winnings to a patron or there is otherwise a dispute with a patron regarding their patron account, wagers, wins, or losses from sports gaming, and the sports gaming proprietor and the patron are unable to resolve the dispute to the satisfaction of the patron, the sports gaming proprietor must notify the patron of their right to file a written complaint. The notice, which may be satisfied by directing a patron to information housed on the sports gaming proprietor's website or application, must include the procedure for filing a written complaint and the sports gaming proprietor's complaint resolution process.

(B) Upon receipt of a written complaint, the sports gaming proprietor must investigate and provide a written response to the patron within ten business days. If a sports gaming proprietor needs additional time to investigate or resolve a complaint beyond the ten business days, the patron must be notified of the need for additional time and be given an expected time frame in which the complaint may be resolved. The ultimate response may include a statement that if the dispute is not resolved to the satisfaction of the patron, the patron may submit their complaint in writing to the Commission.

---