

# Patron Dispute Form

Complete this form when required as a result of a patron complaint arising from a real or suspected gaming machine malfunction, as outlined in the VCGLR's operational procedure governing patron disputes.

Note: - In the course of resolving a patron dispute, it may be necessary to also complete a 'Suspected Malfunction of a Gaming Machine Form' and/or a 'Game Play Recall Information Form'.

Date of Dispute:  Time of Dispute:  am / pm

## Venue Details:

Venue Name:  Venue #:   
Address:  Phone #:   
Staff Name:   
Position Title:

## Patron Details:

Name:  Contact #:   
Address:   
Patron's Statement of Complaint:   
Patron Signature:

## EGM Details:

10 Digit VCGLR ID #:  Floor Position #:   
Game Name:   
Manufacturer:   
Model:   
Denomination: 1c  2c  5c  10c  20c  \$1

Access the Audit screens of the EGM to obtain the following information

Firmware Version:	<input type="text"/>	Software Version:	<input type="text"/>				
\$ Won:	<input type="text"/>	\$ Played:	<input type="text"/>	Bills In:	<input type="text"/>	Cancel Credits:	<input type="text"/>
Coin Drop In:	<input type="text"/>	Hopper In:	<input type="text"/>	Tickets Out:	<input type="text"/>	Hopper Out:	<input type="text"/>
Cashless Credit In:	<input type="text"/>	Net Revenue:	<input type="text"/>				

Details of Incident:

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Staff Signature:

Game Play Recall Information Form and/or printed EGM Game Play History Ticket completed & attached?: Yes  No

Suspected Malfunction of a Gaming Machine Form completed & attached?: Yes  No

Has the EGM been disabled or switched off?: Yes  No

Has a Technician been required to attend to investigate or effect a repair?: Yes  No

If yes, when did they attend?: Date:  Time:  am / pm

Technician Details: Name:  Phone #:

Technician's Comments:

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Technician Signature:

Manager's Name:  Manager's Signature: