



COMPLAINT

All Complaints:

- a) *forms are available on the BCMSL web page*
- b) *regardless of the nature of the complaint a Compliant Form must be completed and submitted within 48 hours of the completion of a game.*
- c) *submissions must be in writing and forwarded in due time*
- d) *will be investigated, and a response will be forwarded to the complainant within 7 days of the date of submission*