

**Summary of Complaints received by the Office of the Regulator of the National Lottery (ORNL) from Members of the Public**

Nature of Query / Complaint	2015		2016		2017		2018		2019		2020	
	H1	H2	H1	H2	H1	H2	H1	H2	H1	H2	H1	H2
Retailer Equipment Malfunction / Draw Postponement	2	1	1	3	2	3	1	1	0	1	0	6
Retailer Complaint	0	2	1	0	0	2	0	2	2	1	4	6
Online Experience	3	8	14	5	3	6	5	4	3	9	10	15
Game Design/Price	0	9	10	3	4	6	3	4	6	5	1	0
Expired Scratchcards	1	2	4	1	1	2	1	4	1	0	0	1
Information Provided	0	2	4	6	2	2	3	2	4	0	7	10
Quality of Materials	0	0	1	0	0	0	0	1	0	0	0	0
Not Related to The National Lottery	0	1	0	0	0	1	0	3	3	4	0	2
<b>Total</b>	<b>6</b>	<b>25</b>	<b>35</b>	<b>18</b>	<b>12</b>	<b>22</b>	<b>13</b>	<b>21</b>	<b>19</b>	<b>20</b>	<b>22</b>	<b>40</b>

Resolution of Complaints	2015		2016		2017		2018		2019		2020	
	H1	H2	H1	H2	H1	H2	H1	H2	H1	H2	H1	H2
ORNL Responded Directly	4	15	18	5	7	4	6	7	13	7	13	29
Operator Responded Following Contact from ORNL	2	10	17	12	5	14	5	7	5	6	9	11
Ongoing as at 31 December	0	0	0	1	0	4	2	7	1	7	0	3