

# Frequently Asked Questions

## Complaints

### **Where do I send a complaint?**

All complaints must be received in writing and should include the complainant's name, return address and phone number. You may e-mail the Department your complaint at [ador@azracing.gov](mailto:ador@azracing.gov) or you may click on "Complaints" on the Home Page and print out a form to fill out and mail to the Department at 1110 W. Washington, Suite 260, Phoenix, AZ 85007, or you may fax your complaint to the Department at (602) 364-1703.

### **How much time would pass before I receive a response to my complaint?**

The Arizona Department of Racing's goal is to respond to all complaints as soon as possible within thirty (30) days. Some complaints may require additional time for investigation and/or research due to their complexity.

### **How much time after a grievance do I have to file a complaint?**

Some complaints have filing or response times designated by rule. According to Arizona Administrative Code R19-2-121(D), R19-2-309(D) and R19-2-516:

- A person with a grievance or complaint against a track official, an employee of the permittee, or a licensee shall submit it in writing to the stewards within five (5) days of the alleged objectionable act or behavior. The stewards shall consider the matter, take appropriate action, and make a full report of their action to the Department.
- A person with a grievance or complaint against an official or employee of the Department shall report it in writing to the Department within five (5) days of the alleged objectionable act or behavior.
- All pari-mutuel related complaints filed with a permittee are to be reported to the Department within 48 hours after the complaint is made.