

Casino/Patron Dispute Appeal Hearings Information Sheet

References: Nevada Revised Statutes 463.361 through 463.3668 and Commission Regulation 7A.

The action taken by the Enforcement Division agent regarding the complaint is a final action, which cannot be reversed or modified except through appeal. The dispute hearing is a separate action, not a continuance of the investigation. Therefore, there is no further investigation to occur; the case was closed when the decision letter was mailed. The hearing is the only opportunity for the petitioning party to present evidence, witnesses or other testimony to challenge the agent's decision. The petitioning party bears the "burden of proof" that the agent's decision should be reversed or modified. The presiding official is appointed specifically to conduct such hearing, take sworn testimony, evaluate evidence and conduct a full review of the record. This official prepares a recommendation, which is considered by the Gaming Control Board at a public meeting, with the date announced at the hearing. Accordingly, no final decision will be released and no money awarded at the close of the hearing. The Board does not take testimony or consider new evidence outside the record at their meeting; therefore, all information and evidence you want the Board to consider must be presented at the hearing. The Enforcement agent that investigated the complaint will attend as well as representative(s) from the casino. The proceedings last anywhere from 30 – 45 minutes and are digitally recorded. Hearings are considered open to the general public but space limitations may require exclusion of persons who are not parties to the case.

Please observe the following:

- If the petitioning party fails to attend, they will be considered non-responsive and the agent's decision will be deemed the final action.
- All communication(s) must be in writing, discussions of the case without both parties present are restricted by law and calls (other than those for procedural matters) will not be returned.
- Any motion, pleading or other document filed prior to the hearing must be received no later than 10 days prior to the hearing.
- Judicial review of the Board's decision must be filed with the district court in the county where the dispute occurred and all costs for same are the responsibility of the filing party.
- If witnesses cannot physically appear, signed letters may be accepted in lieu of their appearance, notary seals are not required.
- Witnesses may be excluded from the hearing while the case is being discussed.
- If the services of an interpreter are required, you must provide them.

Direct any questions to: Keri Beach at (775) 684-7705 or, if you are calling from Southern Nevada, you may dial (702) 486-2000 and request to be transferred to Ms. Beach's direct line.