

COMPLAINTS

If a player or observer registers a complaint with a representative who is operating, conducting, or managing bingo games for a licensed organization and is not satisfied with the manner in which the complaint is handled, the player or observer may file a written complaint with the Administrator of Charitable Gaming for the

Kansas Department of Revenue,

Addressed as follows:

**Charitable Gaming Administrator
Kansas Department of Revenue
PO Box 750680
Topeka, KS 66625-0680**

Phone: 785-368-8222

Email: kdor_bingo@ks.gov

**All complaints are reviewed to determine if action is required.
A filed complaint does not necessitate action by KDOR.**

K.A.R. 92-23-51(b): Each licensee shall, on the premises, post in plain view of the participants the address where bingo complaints may be filed. The address shall be provided to each licensee by the department.