

TRIBAL COUNCIL ACT 8.4

AN ACT RELATING TO

PATRON DISPUTES

BE IT ENACTED BY THE SNOQUALMIE TRIBAL COUNCIL

SECTION 1.0 – TITLE AND CODIFICATION

This Chapter shall be known as the Snoqualmie Tribal Patron Disputes Act and shall be codified as Title 8, Chapter 4 of the Snoqualmie Tribal Code.

SECTION 2.0 – STATUTORY AUTHORIZATION

Reserved.

SECTION 3.0 – PURPOSE AND SCOPE

Reserved.

SECTION 4.0 – DEFINITIONS

Reserved.

SECTION 5.0 – PATRON DISPUTES

5.1 RAISING DISPUTES

Any person who has any dispute, disagreement, or other grievance that involves currency, tokens, coins, or any other thing of value and is between the patron or player and the Snoqualmie Casino, may raise such dispute with the following persons and in the following order: (a) a member of the staff of the Snoqualmie Casino, (b) the supervisor in the area in which the dispute arose, (c) the General Manager of the Snoqualmie Casino, and (d) the Snoqualmie Gaming Commission.

5.2 PATRON RIGHTS REGARDING DISPUTES

At each level, the complainant has the right to explain his or her side of the dispute, and to present witnesses in connection with any factual allegation. At each level, if the dispute remains unresolved, the complainant shall be given a copy of the procedures set forth in this Chapter, and informed of the right to take the dispute to the next higher level as set forth in section 5.1 of this Chapter.

5.3 RAISING DISPUTES

Resolution of any dispute by staff of the Snoqualmie Casino shall always involve two or more staff members. All disputes, whether resolved or not, shall be the subject of a detailed report by all staff involved to their supervisors, or, in the case of the General Manager, to the Snoqualmie Gaming Commission.

5.4 IMPACT ON GAME PLAY

In the event of a dispute by a player that cannot be resolved by ordinary means by Snoqualmie Casino personnel as to the outcome, prize, wager made, or any other aspect of the player's participation in a game being played, all relevant data shall be immediately collected, including but not limited to all meter readings, memory records, surveillance tapes, and any other reports or information regarding the play in dispute. Following the collection of all relevant data, the Snoqualmie Gaming Commission shall be notified and requested to make an evaluation of whether or not the dispute involves the integrity of the hardware or software being used and to try and resolve the dispute. A report of all disputes shall be maintained by the Snoqualmie Gaming Commission.

5.5 GAMING COMMISSION ACTION ON PATRON DISPUTES

All disputes which are submitted to the Snoqualmie Gaming Commission shall be decided by the Snoqualmie Gaming Commission based on information provided by the complainant, any witnesses or documents provided by the complainant, or by the General Manager of the Snoqualmie Casino, or any other person who has relevant information to provide. The decision of the Snoqualmie Gaming Commission shall be in writing, shall be issued within fourteen (14) days of submission of the matter to the Snoqualmie Gaming Commission, and shall be provided to the General Manager of the Snoqualmie Casino and the complainant.

5.6 APPEAL TO SNOQUALMIE TRIBAL COURT

If the complainant is dissatisfied with the decision issued by the Snoqualmie Gaming Commission, he or she may appeal to the Snoqualmie Tribal Court within thirty (30) days of the issuance of the written decision from the Snoqualmie Gaming Commission. The appeal shall be only on the record and shall not be heard de novo. If the Court finds that the order of the Snoqualmie Gaming Commission was issued arbitrarily and capriciously, clearly erroneously, or in violation of the Snoqualmie Tribal Constitution or the constitutional rights of Indians established under the Indian Civil Rights Act, 25 U.S.C. §§ 1301-1303, made upon unlawful procedure or some other clear error of law, the Court shall vacate the same and remand. Otherwise, the decision of the Snoqualmie Tribal Gaming Commission shall be upheld.

5.7 SNOQUALMIE TRIBAL COURT OF APPEALS

If the complainant is dissatisfied with the decision issued by the Snoqualmie Tribal Court under subsection 5.6 of this Chapter, he may appeal to the Snoqualmie Tribal Court of Appeals in accordance with the Snoqualmie Tribal Code. Such decision shall be final and not subject to rehearing, review, or appeal.

5.8 TRIBAL ELECTRONIC SCRATCH TICKET LOTTERY SYSTEM

Disputes involving the Tribal Electronic Scratch Ticket Lottery System shall be resolved in accordance to this section and consistent with requirements set forth in Appendix X, Section 3 of the Snoqualmie Compact.

**ENACTED BY THE SNOQUALMIE TRIBAL COUNCIL ON THE 21ST DAY OF MARCH, 2002 IN
SESSION DULY MET. TRIBAL COUNCIL ACT 05-02.**

CODIFIED BY THE SNOQUALMIE TRIBAL SECRETARY ON THE 21 DAY OF October 2008.

Catherine Chen-Cook
TRIBAL SECRETARY 10/21/08

