



Virginia Department of Agriculture and Consumer Services

Office of Charitable and Regulatory Programs

How to Report a Charitable Gaming Complaint

If you suspect that a violation of the Charitable Gaming statute or regulations has occurred, you may file a complaint with the Office of Charitable and Regulatory Programs.

If your complaint is about quality of service or similar issue, we recommend that you attempt to resolve your complaint directly with the charitable gaming organization. If you are unable to resolve the issue directly with the organization, you may at that point consider filing a complaint.

When filing a complaint, please provide details as to the location, date, time, and nature of the event. If you wish, you may request that your complaint be confidential.

How to File a Complaint

- 1. Call (804) 371-0498**
- 2. Online at www.vdacs.virginia.gov, under “Charitable Gaming”**
- 3. Scan to access an online complaint form**

