POS Promotions in Venues (Pubs and Clubs)

The Office of Liquor, Gaming and Racing investigates complaints of possible breaches of liquor and gaming laws.

Their complaints form, which can be used to complain about inappropriate point-of-sale promotions in licensed venues, is available on the Internet.

You should enter your name and contact details, so that Officers can contact you for further information if they need to.

The information that you provide is for the purposes of investigating your complaint only. Complaints submitted via the website are secure and not made available for public viewing, and your details are not given to anyone unless you have given permission.

The OLGR staff will try to respond to your complaint within five working days.

Complaints can result in a number of actions being taken including officers raising the complaint with the venue, or issuing formal warnings, fines and other disciplinary action.

To make a complaint...


POS Promotions in Bottleshops and Liquor Stores

If the promotion is advertised (e.g., in the newspaper or on the radio) and you think that it breaches the advertising code (see Fact Sheet Adv-6), you can make a complaint to the Advertising Standards Board.

To make a complaint...

By post:

The Advertising Standards Board
Level 2
97 Northbourne Ave
TURNER ACT 2612

By fax:

(02) 6262 9833

Online:

www.advertisingstandardsbureau.com.au

If the promotion is advertised (e.g., in the newspaper or on the radio), but you think it is inappropriate or irresponsible, you can make a complaint to the OLGR (see above).

Please send a copy of your complaint to us for our records:

Centre for Health Initiatives
University of Wollongong
Northfields Ave
Wollongong NSW 2522