

ARIZONA DEPARTMENT OF RACING

Complaints

Complaints regarding any matter that is within the jurisdiction of the Department should be filed in writing with the Department of Racing. A complaint may be filed in person, by mail, fax or e-mail and should include the complainant's name, mailing address, telephone and fax numbers, or e-mail address. Complaint forms are available at all field offices and on the [agency website](#). The Department's goal is to respond to all complaints within 30 days. Some complaints may require additional time for investigation due to their complexity.

The complaint should contain specific information regarding the incident or the subject of the complaint. All complaints will be investigated by the Department. Complainants who provide a mailing address, fax number or e-mail address will receive a written response.

Some complaints have filing or response times designated by rule. According to Arizona Administrative Code R19-2-121(D), R19-2-309(D) and R19-2-516:

A person with a grievance or complaint against a track official, an employee of the permittee, or a licensee shall submit it in writing to the stewards within 5 days of the alleged objectionable act or behavior. The stewards shall consider the matter, take appropriate action, and make a full report of their action to the Department.

A person with a grievance or complaint against an official or employee of the Department shall report it in writing to the Department within 5 days of the alleged objectionable act or behavior.

All pari-mutuel related complaints filed with a permittee are to be reported to the Department within 48 hours after the complaint is made.

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