

99089163261000

Notification of a complaint about a technical supervision system Receipt

Heruntergeladen am 28.06.2025

<https://fimportal.de/xzufi-services/S1000020010000011975/S100002>

Modul	Sachverhalt
Leistungsschlüssel	99089163261000
Leistungsbezeichnung I	Notification of a complaint about a technical supervision system Receipt
Leistungsbezeichnung II	Report a complaint about a technical oversight system
Typisierung	4a - Land: Regelung und Vollzug
Quellredaktion	Hamburg
Freigabestatus Katalog	unbestimmter Freigabestatus
Freigabestatus Bibliothek	unbestimmter Freigabestatus
Begriffe im Kontext	<div lang="en-x-mtfrom-de">Gambling.</div> , <div lang="en-x-mtfrom-de">gambling event</div> , <div lang="en-x-mtfrom-de">online gambling</div> , <div lang="en-x-mtfrom-de">Anonymous Notes</div> , <div lang="en-x-mtfrom-de">Anonymous whistleblower gambling</div> , <div lang="en-x-mtfrom-de">whistleblower gambling</div> , <div lang="en-x-mtfrom-de">whistleblower gambling</div> , <div></div>

Modul	Sachverhalt
	<code>lang="en-x-mtfrom-de">Anonymous hints gambling</div>, <div lang="en-x-mtfrom-de">Technical supervision system LUGAS</div>, <div lang="en-x-mtfrom-de">Accessibility of the central files</div></code>
Leistungstyp	
Leistungsgruppierung	
Verrichtungskennung	
SDG-Informationsbereich	
Lagen Portalverbund	
Einheitlicher Ansprechpartner	Nein
Fachlich freigegeben am	24.06.2022
Fachlich freigegen durch	
Handlungsgrundlage	§ 6c, 6h, 6i paragraph 2 of the State Treaty on Gambling 2021 (GlüStV 2021) https://www.landesrecht.sachsen-anhalt.de/bsst/document/jlr-Gl%C3%BCStVtrST2021rahmen
Teaser	If you have information on how to reach the central files, you can send them.
Volltext	If you discover that you do not have access to the corresponding account or central files when managing player data (e.g. changing limits or changing player data), inform the joint gaming authority of the countries with your note. For example, your complaint could relate to: make deposit change limit Set player ACTIVE Create player Set player INACTIVE delete player change player data Change player ID Find Player ID Information on the accessibility of the central files in the areas of horse and sports betting, lotteries, online poker or virtual slot machines are relevant.
Erforderliche Unterlagen	Optional: Receipts for the incident (possible in various common file formats)
Voraussetzungen	No

Modul	Sachverhalt
Kosten	Gebühr: Es fallen keine Kosten an
Verfahrensablauf	You can submit a tip online or in writing and remain completely anonymous if you wish. If you want to submit your notice online: In the whistleblower system, describe your tip about the availability of the central files briefly and concisely. After sending your notification, you will receive a reference number from the system that you can use to send additional information to the responsible authority online or by post. The whistleblower system gives you the option of setting up an anonymous mailbox. The notice given and any additions are saved in this mailbox and the responsible authority can send you feedback on this. Note: The online service is currently under development and will then be made available to you. In principle, you can also send information in writing to the competent authority
Bearbeitungsdauer	1 hour - 1 day
Frist	No
weiterführende Informationen	https://www.gluecksspiel-behoerde.de/de/ https://www.gluecksspiel-behoerde.de/de/
Hinweise	There are the following hints: If the person providing the information wishes to remain completely anonymous, they must ensure that the information or file uploads do not allow any conclusions to be drawn about the person. The whistleblower system is not suitable for reporting to the police The BIS (Authority for Internal Affairs and Sport) in Hamburg is responsible for the formal inspection and release (accompanying specialist authority in the country of implementation). The Saxony-Anhalt State Administration Office, Department 208, is responsible for the content of the transitional tasks relating to gambling. Responsibility for this focus of attention lies with the State Administration Office of Saxony-Anhalt until the end of 2022. From January 1st, 2023, information can be submitted via this online service. The joint gaming authority of the federal states will then be responsible
Rechtsbehelf	No

Modul	Sachverhalt
Kurztext	Anyone can provide information on how to reach the central files online and, if desired, fully anonymous No police report No complaints about game providers that can be clarified elsewhere and bilaterally
Ansprechpunkt	
Zuständige Stelle	Department of Home Affairs and Sport
Formulare	
Ursprungsportal	Behördenfinder Hamburg, Authority finder Hamburg (Currently this link is only available in german)