

CASINO COMPLAINTS: The Times examined all written complaints filed with the Indiana Gaming Commission by Northwest Indiana gamblers in 2009 - 37 in total. Presented here is a breakdown of the data.

RESPONSE RATE | 37 total complaints

54% get a response

46% get no response

RESPONSE TIME | 20 total responses

<< Quickest response: 22 days

Average response: 90.7 days

Slowest response: 204 days

DECISION FAVOR | 20 total responses

95% for casinos

5% for gamblers >>

COMPLAINT SOURCE | 37 total complaints

51% table games

24% slots

24% other

SOURCE: INDIANA GAMING COMMISSION

RYAN MARX | THE TIMES