



## Gambling Commission - Changes to Operating Licence Applications.

From 6<sup>th</sup> April 2017, the Gambling Commission will only accept applications for a new operating licence through its online system. The system will not be available from Monday 13<sup>th</sup> March through to Thursday 6<sup>th</sup> April, as they will be making improvements to the online application process to make this easier. Any application that has not been fully submitted by 13<sup>th</sup> March will be lost and a new application will need to be made after 6<sup>th</sup> April.

**The Commission has also published target response times for its licensing department. (As shown below). This information has been published on the Commission's website.**

Timescales in processing applications are dependent upon the application being complete with all required supporting documentation being provided.

This information is provided so that:

- Those making written enquiries know when they can normally expect to receive a response.
- Applicants and licensees can more effectively plan when to submit applications.

Type of application/enquiry	Response time
Written contacts from licensees	15 working days
Written contacts from consumers	20 working days
Operating Licence new applications	16 weeks
Operating Licence applications to vary	5 days*to 8 weeks
Change of Corporate Control applications	12 weeks
Personal Licence new applications	8 weeks
Personal Licence applications to vary	5 days
Personal Licence Maintenance checks	16 weeks

**\*5 days applies to applications to vary head office address; operating and/or trading names.**