

Metaspins Complaints Policy

1. Purpose and Scope

Metaspins NV is committed to providing a safe, fair, and transparent online gaming environment. This Complaints Policy outlines the procedures available to players who wish to raise a complaint relating to any aspect of our website, services, or gaming activities. The policy ensures compliance with the **National Ordinance on Games of Chance (LOK)** and related guidelines issued by the **Curacao Gaming Control Board (GCB)**.

2. Submitting a Complaint

2.1 Methods of Submission

Players may lodge complaints free of charge through **Live Chat or Email**.

2.2 Required Information

Complaints should include:

- Full name, address and place of residence
- Date of the complaint submission.
- Description of the issue, including categorization where applicable (e.g., withdrawal, bonus terms).
- Supporting documentation.

2.3 Timeframe for Submissions

Complaints must be submitted within **six months** of the incident. For events tied to P2P or ante post betting, the period starts from the settlement of the bet.

3. Complaint Handling Procedure

3.1 Acknowledgement

Upon receipt of the complaint:

- An acknowledgement will be sent within **one week**, detailing the process and expected timelines.

3.2 Investigation and Resolution

- Complaints will be resolved within **four weeks**.
- If the matter requires more time due to complexity, an extension of an additional **four weeks** may be granted with written notice.
- For **Responsible Gaming-related issues**, cases will be prioritized with an aim to resolve them within **five business days** (up to **two weeks maximum** with notice).

3.3 Final Response

Metaspins NV will provide:

- A detailed written response outlining the decision and supporting evidence.
- Reasons if the complaint is not accepted or cannot be handled due to insufficient information.

4. Escalation Process

4.1 Alternative Dispute Resolution (ADR)

If a player is not satisfied with the resolution they may escalate the complaint to an independent ADR provider.

4.2 Authority Escalation

- Players may contact the **Curacao Gaming Authority (CGA)** if they believe regulatory breaches have occurred.
 - **Website:** <https://www.gamingcontrolcuracao.org/contact>
 - **Email:** info@cga.cw
 - **Phone:** +(599 9) 737-2299
- The GCB does not resolve individual disputes but may use submitted data for regulatory oversight.

5. Player Support and Reporting

5.1 Record Keeping

Metaspins NV will maintain:

- A secure log of all complaints (resolved, unresolved, escalated to ADR or legal action).
- Complaint records will be retained for **a minimum of five years**.

5.2 Regulatory Reporting

Twice annually (by **January 15th** and **June 15th**), Metaspins NV will submit to the GCB:

- Total complaints received.
- Resolved, rejected, pending complaints.
- Category breakdown.
- Cases escalated to ADR and their outcomes.
- Complaints escalated to legal action.

6. Terms and Conditions Integration

This Complaints Policy is accessible as a standalone page and embedded within the Terms and Conditions. It includes:

- Links to support services.
- Clear submission guidelines.
- Timelines and escalation procedures.
- Player rights to ADR and regulatory reporting.
- Explanation of the ADR decision's potential legal implications.

7. Reasons for Complaint

Players may raise complaints for issues including but not limited to:

- Deposits/Withdrawals.
- Bonus Terms.
- Account restrictions.
- Game fairness.
- Responsible Gaming concerns.
- Player balance handling.
- KYC/AML.
- Data privacy.
- Technical issues.
- Fraudulent practices.
- Licensing matters.