

Player Complaints Policy

Red Lane B.V

1. Purpose

This Player Complaints Policy outlines the procedures by which players may submit complaints, and how the company reviews, investigates, and resolves such complaints in a fair, transparent, and timely manner.

2. Scope

This policy applies to all players and covers complaints related to gameplay, account management, payments, bonuses, promotions, technical issues, customer support interactions, and any other services provided.

3. Guiding Principles

- **Fairness:** All complaints are handled impartially and objectively.
- **Transparency:** Players are kept informed of the progress and outcome of their complaint.
- **Confidentiality:** All complaint information is treated as confidential and used only for resolution purposes.
- **Timeliness:** Complaints are addressed within reasonable and defined timeframes.

4. How to Submit a Complaint

Players may submit a complaint using one of the following methods:

- Email: portobet@redlanegaming.com
- Online contact form within the player account
- Written request to the registered business address

When submitting a complaint, players should include:

- Full name and registered username

- Registered email address
- A clear description of the issue
- Relevant dates, transaction IDs, or supporting documents (if available)

5. Acknowledgement of Complaints

- All complaints will be acknowledged within **48 hours** of receipt.
- An acknowledgment will confirm that the complaint has been received and is under review.

6. Investigation and Review

- Complaints are reviewed by the Customer Support or Compliance team, depending on the nature of the issue.
- Additional information may be requested from the player to assist in the investigation.
- The company may review account activity, transaction history, system logs, and relevant communications.

7. Resolution Timeframes

- The company aims to resolve complaints within **14 calendar days** of acknowledgment.
- If additional time is required due to complexity, the player will be informed of the reason for the delay and the expected resolution date.

8. Decision and Communication

- The outcome of the complaint will be communicated in writing via email or the player account.
- The response will include the decision, reasoning, and any corrective actions taken, where applicable.

9. Escalation Procedure

If a player is not satisfied with the initial resolution, they may request escalation by:

- Replying to the resolution email and requesting further review

- Submitting the complaint to the Compliance or Management team

Escalated complaints will be reviewed independently and a final decision will be issued.

10. Alternative Dispute Resolution (ADR)

If the player remains dissatisfied after exhausting internal procedures, they may refer the complaint to an approved Alternative Dispute Resolution (ADR) entity or the relevant regulatory authority, in accordance with applicable laws and licensing requirements.

11. Record Keeping

- All complaints and related correspondence are recorded and retained for regulatory and auditing purposes.
- Complaint data may be analyzed to identify trends and improve services.

12. Policy Review

This policy is reviewed periodically and updated as necessary to ensure compliance with legal and regulatory requirements.