

Player Complaints Policy of WP Consulting N.V.

For Weplay Network

Policy Version: Last updated on May 15, 2025

1. Introduction

1.1. Company Overview:

WP Consulting N.V. operates [WePlay Network](#), with its office located at Zuikertuintjeweg Z/N, Willemstad, Curacao, under registration number 156492.

1.2. Player Complaints Policy Objectives:

The primary objective of the Player Complaints Policy for Weplay Network (WP Consulting N.V.) is to ensure fair, transparent, and timely resolution of player grievances while fostering trust, accountability, and compliance with regulatory standards.

2. Definitions

- **Complaint:** A formal expression of dissatisfaction by a player regarding Weplay Network's services, games, or transactions.
- **Resolution Timeline:** The period within which a complaint must be acknowledged, investigated, and resolved.
- **Escalation:** The process of elevating unresolved complaints to higher authority levels or third parties.
- **Mediation:** Involvement of an independent third party to facilitate dispute resolution.

3. Policy Overview

Weplay Network, operated by WP Consulting N.V. (CGA License **OGL/2024/113/0114**), is committed to resolving player complaints fairly, transparently, and efficiently. This policy ensures all complaints are handled with integrity, in compliance with **CGA regulations** and **international best practices**, fostering trust and satisfaction among players.

4. Mandatory Requirements

Weplay Network implements the following **core principles** for complaint resolution:

- **Accessibility:** Multiple channels for submitting complaints (e.g., email, live chat, ticket system).
- **Transparency:** Clear timelines, processes, and communication at every stage.
- **Fairness:** Unbiased investigation and resolution aligned with documented policies.
- **Documentation:** Records retained for **7 years** for audits and compliance.

5. Complaints Submission Channels

Players may submit complaints via:

1. **Dedicated Email:** support@we-play.poker
2. **24/7 Live Chat:** Accessible via the Weplay Network website/app.
3. **Ticketing System:** Automated tracking through player accounts.
4. **VIP Account Managers:** Direct contact for high-value players.

Required Information:

- Player username/account ID.
- Description of the issue with timestamps.
- Supporting evidence (e.g., screenshots, transaction IDs).

6. Complaints Handling Process

6.1 Step 1: Submission & Acknowledgment

- **Timeline:** Complaints acknowledged within **24 hours**.
- **Actions:**
 - Automated confirmation email with a unique case number.
 - Assignment to a trained Complaints Officer.

6.2 Step 2: Initial Assessment

- **Timeline:** Completed within **48 hours**.
- **Actions:**
 - Verify complaint validity and completeness.
 - Categorize issues (e.g., technical, financial, gameplay disputes).

6.3 Step 3: Investigation

- **Timeline:** Concluded within **7 business days** (complex cases: up to 14 days).
- **Actions:**
 - Review game logs, transaction records, and player history.
 - Collaborate with relevant teams (e.g., Finance, IT).

6.4 Step 4: Mediation & Communication

- **Timeline:** Updates every **72 hours**.
- **Actions:**
 - Facilitate dialogue between player and involved parties.
 - Offer interim solutions (e.g., temporary account credits).

6.5 Step 5: Resolution & Implementation

- **Timeline:** Final decision within **10 business days** of submission.
- **Outcomes:**
 - Refunds, account adjustments, or policy changes.
 - Written explanation of the decision sent to the player.

6.6 Step 6: Appeal Process

- **Timeline:** Appeal reviewed within **14 business days**.
- **Actions:**
 - Escalate to an **Independent Dispute Committee (IDC)**.
 - Option for third-party mediation.

7. Roles & Responsibilities

7.1 Complaints Officer

- **Role:** Oversee complaint lifecycle, ensure compliance with timelines.
- **Authority:** Escalate unresolved cases to senior management.

7.2 Independent Dispute Committee (IDC)

- **Composition:** External legal/industry experts.
- **Duties:** Review appeals, ensure impartiality, and issue binding decisions.

8. Training & Compliance

8.1 Staff Training

- **Topics:** Conflict resolution, empathy, regulatory requirements.
- **Frequency:** Bi-annual workshops for customer support and compliance teams.

8.2 Audits

- **Internal:** Quarterly reviews of complaint logs and resolution rates.
- **External:** Annual audits by CGA or third-party bodies.

9. Player Communication

- **Clarity:** All correspondence in the player's preferred language (English, Spanish, Dutch).
- **Transparency:** Regular updates via email or in-app notifications.
- **Post-Resolution Feedback:** Survey players to assess satisfaction.

10. Compliance & Record-Keeping

- **Documentation:**
 - Complaint details, investigation notes, and resolutions archived for **7 years**.
- **Reporting:**
 - Submit anonymized complaint trends to CGA biannually.

12. Policy Accessibility

- **Website:** Linked in the footer under "Support" or "Help Center".
- **Languages:** Available in English and other primary target markets.
- **Contact:** Escalate unresolved issues to support@we-play.poker.

12. Policy Review and Updates

Annual Review: This policy must be reviewed annually or whenever there is a significant change in regulations or Weplay Network's business operations.

Staff Training: Regular training sessions on Players Complaints management will be conducted for employees handling clients and players.

WP Consulting N.V.

By: Mitja Javornik, Director

Signature:  _____