

10. COMPLAINTS AND DISPUTE RESOLUTION

10.1. Eligibility to Submit a Complaint

- a. Only the registered account holder ("Player") is entitled to submit a complaint regarding the Casino's services.

10.2. Non-Transferability of Claims

- a. The Player may not sell, donate, rent, lease, pledge, or otherwise transfer, under any title, any claim or right of action against the Casino or the holder of the gaming license issued by the [Name of Licensing Authority/ CGA].

10.3. Internal Complaint Procedure

- a. All complaints or grievances must first be raised with the Casino's Customer Support Team, either:
 - a. 24/7 via Live Chat
 - b. by email at support@casinobrando.com or e-mail our management at pitboss@casinobrando.com

10.4. Complaint Submission Form

- a. For formal complaints, Players may use the official Complaint Submission Form, available for download at: <https://casinobrando.com/complaints form final.pdf>
- b. After completing the downloaded form, please send it to: complaints@casinobrando.com

10.5. Alternative Dispute Resolution (ADR)

- a. If the Player is not satisfied with the resolution provided by the Casino, an Alternative Dispute Resolution (ADR) process is available, subject to the requirements described in these Terms and Conditions.
 - a. Right to Escalate a Complaint
 - a. If a complaint cannot be resolved internally, the Player is entitled to escalate the matter to an independent Alternative Dispute Resolution (ADR) provider, free of charge. For the avoidance of doubt, the Operator will bear all costs associated with the ADR process.
 - b. Single ADR Process
 - a. Once an ADR process has been completed, it cannot be recommended by either the Player or the Operator with a different ADR entity.
 - c. Withdrawal from the ADR Process
 - a. If the Player withdraws or drops out after the ADR process has begun, they may not reinstate or resurface the same dispute at a later date.
 - d. CGA Oversight and Assessment

- a. The CGA will take all relevant circumstances into account when assessing whether the Operator's anti-abuse measures are justified. For example:
- b. In cases involving very low-value claims, the CGA may recognize a legitimate complaint and/or sanction measures.

b. Role of the CGA

a. Scope of CGA Involvement

- a. The CGA will not resolve or make decisions on individual player complaints nor publish decisions on the Operator's website.

b. Finality of Operator and ADR Decisions

- a. Unless a case is deemed to have been inadequately handled, decisions taken by the Operator and the Alternative Dispute Resolution (ADR) provider will not be subject to review or overturning by the CGA.

c. Player's Right to Contact the CGA

- a. Notwithstanding the limitations set out in Clauses 1 and 2 above, the Player retains the right and ability to contact the CGA directly in relation to matters including, but not limited to:

- b. suspected fraud, malpractice,
- c. breach of license conditions, or
- d. unethical/unlawful conduct.

d. Supervisory Use of Information

- a. While the CGA does not mediate individual disputes, it may issue and enforce regulatory measures and actions in response to supervisory and enforcement actions.