

Player Complaints Policy

1. Purpose

This Player Complaints Policy outlines the procedures and principles for handling player complaints in a fair, transparent, and timely manner. The purpose of this policy is to ensure that all players are treated equally, their concerns are addressed promptly, and the company remains compliant with applicable gaming laws and regulatory requirements.

2. Scope

This policy applies to all registered players of our platform who have concerns, disputes, or complaints regarding any aspect of our services, including but not limited to:

- Game outcomes or fairness
- Account management
- Deposits and withdrawals
- Bonus offers or promotions
- Technical or security issues
- Responsible gaming tools

3. Submitting a Complaint

Method of Submission: Players may submit complaints via the following channels:

Email: [support@ppwin.com]

Live Chat: Available 24/7 on the website

Support Ticket: Through the “Help Center” in the player account

Information Required: To process a complaint, players must provide:

Full name and registered account details

Date and time of the incident

Description of the issue and supporting evidence (e.g., screenshots, transaction IDs)

4. Complaint Handling Procedure

Acknowledgment: All complaints will be acknowledged within 24 hours of receipt.

Initial Review: The Customer Support team will review the complaint and attempt to resolve it within 72 hours.

Escalation: If the player is not satisfied with the initial outcome, the complaint will be escalated to the Compliance Team for further investigation.

Final Response: A final written response will be issued to the player within 10 business days.

5. Independent Dispute Resolution

If a player is dissatisfied with the final decision, they may escalate the matter to an independent Alternative Dispute Resolution (ADR) body recognized by the regulatory authority.

Contact details of the ADR body will be provided upon request.

6. Principles of Complaint Handling

Fairness: All complaints will be treated objectively and without prejudice.

Transparency: Players will be kept informed throughout the process.

Confidentiality: All personal and complaint-related information will be handled in accordance with our Information Security and Privacy Policy

Compliance: All procedures comply with applicable laws, license conditions, and Responsible Gaming obligations

7. Record Keeping

All complaints, correspondence, and outcomes will be recorded and retained for a minimum of 5 years.

Records may be reviewed by the regulatory authority upon request.

8. Responsible Gaming Considerations

Complaints related to gambling addiction or responsible gaming will be prioritized and addressed with immediate support, including reference to external help organizations

If a complaint reveals potential harmful gambling behavior, the player may be offered additional responsible gaming tools, including deposit limits or self-exclusion.