

Player Complaints Policy

1. Purpose

This policy defines the procedures for handling player complaints and disputes. The company is committed to ensuring that all players are treated fairly and that any complaint or dispute is dealt with promptly, transparently, and professionally.

2. Scope

This policy applies to all registered players who have an active account and have played on the company's gaming platform. It covers all issues related to:

- Deposits and withdrawals
- Bonuses and promotions
- Game results and payouts
- Account access or closure
- Allegations of unfair treatment

3. Principles

- Every player has the right to file a complaint.
- All complaints are handled confidentially and fairly.
- No player will be treated differently or unfairly for raising a complaint.
- Complaints will be acknowledged and resolved as quickly as possible.

4. Submitting a Complaint

Players can submit complaints through one of the following methods:

- **Email:** Email (as provided on the official website)
- **Live Chat:** via the official website
- **Contact Form:** in the "Support" or "Complaints" section of the website

To help process the complaint efficiently, players should include:

- Full name and registered email address
- Date and time of the issue
- Game name (if applicable)
- A clear description of the problem
- Any supporting evidence (screenshots, transaction IDs, etc.)

5. Complaint Handling Procedure

1. Acknowledgment:

The company will acknowledge receipt of the complaint within **24 hours**.

2. Initial Review:

A customer service representative will review the case and attempt to resolve it within **72 hours**.

3. Escalation:

If the player is not satisfied, the case will be escalated to the **Compliance Department** for independent review.

4. Final Decision:

The company will provide a **final written response within 14 business days** of receiving the full complaint.

6. External Dispute Resolution

If the player disagrees with the final decision, they may escalate the complaint to the **Curaçao Gaming Control Board (GCB)** for independent mediation.

Contact details:

Curaçao Gaming Control Board

Email: info@adr-curacao.com

Website: www.adr-curacao.io

7. Record Keeping

All complaints and their outcomes are recorded and retained for at least **five (5) years** for regulatory review and internal audit purposes.

8. Confidentiality

All complaints are handled with strict confidentiality. Personal data is protected according to applicable data protection laws and the company's **Information Security Policy**.

9. Monitoring & Review

The Compliance Department monitors complaint patterns to identify areas for improvement.

This policy is reviewed annually or whenever regulatory requirements change.