



THRONE
ENTERTAINMENT

Complaint Handling Policy

Version History:

Creation date	Version	Approval
November 2024	Version 1.0	Board of Directors
July 2025	Version 2.0	TBC

Abstract:

This Complaint Handling Policy aims to provide registered customers with clear and comprehensive information regarding how to raise any complaints related to our services. It outlines the process required to raise a customer complaint, the steps we take to resolve complaints, the escalation options available should the resolution be unsatisfactory, and the rights of customers throughout the process.

This procedure is also detailed in the website terms and conditions ("T&Cs") and forms an integral part thereof. Therefore, by accepting the T&Cs, players inherently accept this Complaint handling procedure.

The procedure is designed to inform customers about:

- Who can make a complaint
- When a complaint can be made
- How to make a complaint
- Complaint handling timeframes
- How complaints are handled
- Complaint resolution
- Raising a dispute with an Alternative Dispute Resolution entity
- Reasons for Complaint

1. Who Can Make a Complaint?

Complaints can only be made by the registered player.

2. When can a Complaint be made?

A complaint can be made free of charge within six months of the **settlement** of the bet/wager or incident about which the complaint is related.

Whilst complaints can be raised within the six-month time frame referred to above, it is recommended that for some complaints, e.g. those related to in-running sports betting, the complaint is raised in a timely manner as specific data that would assist with any investigation, may only be available for a short period of time due to the nature of in-running betting.

3. Complaints and Disputes

3.1. Complaints

A Complaint is a written expression of dissatisfaction by a player relating to the operator's services, decisions, terms, or conduct, which indicates the player is unhappy and expects a response or resolution.

The reasons for raising a complaint can vary and customers have the right to raise a complaint regarding any part of their relationship with [enter URL] or any incident relating to the outcome of a gambling transaction. A non-exhaustive list of reasons for complaints is listed in section 12 of this policy.

3.2. Disputes

A Dispute is a complaint that has not been resolved to the player's satisfaction through the internal complaints process and has been escalated, either within the organisation or to an independent third party.

4. How to Contact Us

Our customer service team is available 24/7 via live chat or email.

Customers wishing to raise a complaint can reach our customer service team through:

- Email: support@[insert entity]
- Live Chat: Accessible on our website [insert URL] while logged in

Following initial contact with our customer service team, if any complaint cannot be resolved to the customers satisfaction via that initial contact, the customer will be required to submit an official "Complaint Submission Form" [insert link]. This form should be used to submit the formal customer complaint.

5. Submitting your Complaint

When submitting a complaint, the customer should complete the Complaint Submission Form in full, providing as much detail as possible. This will ensure that the complaint can be thoroughly investigated and that the required timelines for complaint resolution can be achieved.

We reserve the right to request additional information or reasonable documentation from the complainant to assist with resolution of the complaint. Providing this information in a timely manner will assist with resolution of the complaint.

Please note that the timeframes referred to in section 6 are dependent on [enter URL] receiving the completed Complaint Submission Form. Once the completed form is received, the timelines for complaint resolution will begin.

6. Complaint Timelines

Following the submission of the Complaint, our Customer Service Team will endeavour to acknowledge any complaint in writing as quickly as possible, and no later than one (1) week after the complaint is received. Where the complaint is related to Responsible Gaming, acknowledgement will be provided within two (2) days. This response will;

- Confirm receipt of the complaint in writing
- Provide an explanation of how the complaint will be processed
- Provide an estimated timeframe for resolution of the complaint

Complaints will be assessed and responded to within four (4) weeks. In cases that are more complex or where further information is required to enable a thorough investigation to take place, this period may be extended for a further four (4) weeks. In these circumstances, prior written notice will be given explaining the reasons for the extension.

For cases related to responsible gaming, we will endeavour to resolve these cases within five (5) business days. Where additional time is required to allow us to make an informed decision, this period may be extended by up to two (2) weeks. In these circumstances, prior written notice will be given explaining the reasons for the extension. In circumstances where there is a lack of, or a delay in receiving a response from the Complainant, this may be extended by a further two (2) weeks.

7. Keeping Customers Informed

Wherever possible, we will keep the customer updated on the status of their complaint at regular intervals, providing an estimated timeframe for investigation and resolution.

8. Complaint Resolution

Following a thorough investigation of the complaint, a response will be provided to the complainant, outlining;

- The reason for not handling the complaint. This will happen in cases where the complainant has not provided the requested information within the specified timeframes.

- The final determination of the company following an investigation of all circumstances related to the complaint.

Where the complainant is not satisfied with the resolution of the complaint and communicates to that effect, we will provide details of an independent Alternative Dispute Resolution (“ADR”) entity. The complainant may then escalate the matter to the ADR entity.

9. Alternative Dispute Resolution

As advised in the previous section, where a complainant is dissatisfied with the outcome of their complaint, they may raise a dispute with an independent ADR entity. This facility is offered free of charge to customers.

The ADR entity offered by [insert URL] is the Curaçao Alternative Dispute Resolution Entity (“CADRE”). Full details of the process for submitting disputes to the ADR can be found on the CADRE website, <https://cadre.online/>.

Please note;

- Prior to raising a dispute with CADRE, complainants should have followed the internal complaints procedure
- CADRE will not deal with complaints that are frivolous or vexatious
- CADRE will not deal with complaints if the claim value is below \$50 or above \$500,000
- Once the ADR process is completed with CADRE, it cannot be re-commenced by either party with another ADR
- If the complainant drops out of the ADR process after it has begun, they will forfeit the right to raise the dispute at a future point in time

Further details on what constitutes “admissible” and “inadmissible” disputes can be found on the CADRE website.

Except where mutually agreed during the ADR process, [enter URL] shall not restrict the complainants right to pursue legal action through the competent courts if they so wish.

Dispute resolution by CADRE is governed, construed and takes effect in accordance with the laws of Curaçao.

Details of the ADR process, including contact details of the ADR can also be found in the main website terms and conditions.

10. Curacao Gaming Authority (“CGA”)

The CGA as the regulator for online gaming will not resolve to make decisions on any player complaints regarding gambling related transactions on this website.

Notwithstanding the above, this does not restrict the ability of customers to contact the CGA directly in relation to matters including but not limited to malpractice, breaches of license conditions or whistleblowing.

Unless deemed to be inadequately handled, any decision made by [enter URL] and/or the ADR entity, will not be subject to review or overturning by the CGA.

11. Statutory Rights

Please note that this Complaint Handling Procedure does not affect the statutory rights of the customer.

12. Reasons for Complaint

Below is a non-exhaustive list of complaint reasons

1. Deposit issues
2. Withdrawal issues
3. Bonus terms and conditions
4. Account closures or restrictions
5. Alleged errors or unfairness in game outcomes
6. Responsible gaming issues
7. Treatment of player balances
8. KYC and Verification
9. Data Protection
10. Technical or Software issues
11. AML concerns
12. Issues with minors
13. Fraudulent games
14. Fraudulent practices
15. License or regulation
16. Unfair terms and conditions

Official Complaint Submission Form

Instructions: This form must be completed by the registered player submitting a complaint related to a dispute. Please fill in all required information and attach any supporting documentation.

1. Complainant Information

- **Full Name:**
- **Address:**
- **Place of Residence:**

2. Account Details

- **[Enter URL] Account Number (if applicable):**

3. Complaint Details

- **Date of Complaint:**
 - **Date of Disputed Event:**
 - **Complaint Category:** (Please select the option that best describes your complaint)
 - Deposit/Withdrawal Issue
 - Technical Game Error
 - Operator Misconduct
 - Payment or Bonus Discrepancy
 - Other (please specify): _____
 - **Detailed Description of the Complaint:**
(Please clearly describe the issue you are experiencing)
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4. Supporting Documentation

- Please attach any documents or evidence that support your complaint.
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5. Declaration and Confirmation

- I confirm that I am the registered player affected by this complaint and that the information provided is truthful and complete.
- I understand that I may be requested to provide additional information as part of the complaint resolution process.

Signature: _____

Date: _____

Note: For assistance, please contact our customer support via email or live chat.