

Player Complaints Policy

1. Policy Overview

RedStar is committed to providing a fair, transparent, and timely resolution process for all player complaints. This policy is in line with the requirements set out by the Curacao Gaming Authority (CGA) under Article 5.3 of the National Ordinance on Games of Chance (LOK).

Players are entitled to raise complaints and we guarantee access to a clear dispute resolution process, including independent Alternative Dispute Resolution (ADR) services.

2. How to Submit a Complaint

Players may submit a complaint within 6 months of the incident (or 6 months from the resolution of a poker game or betting outcome). Complaints must be submitted via email: support@redstarpoker.com, admin@redstarpoker.com

Complaint must include:

- Full name and address
- RedStar username or account number
- Date of complaint
- Description of issue
- Supporting documentation (if any)
- Language (English or your local market language)

3. Complaint Handling Procedure

3.1 Responsible Gaming Complaints

These are prioritized due to the potential impact on player well-being.

Players will receive an answer within 72 hours.

We aim to resolve such issues within 5 business days. If an extension is required, player will be informed - resolution will not exceed 2 weeks.

3.2 General Complaints

Acknowledgement: We will confirm receipt of the complaint within 7 days, outlining the resolution process and estimated timelines.

Resolution: Complaints will be assessed and resolved within 4 weeks. In complex cases, we may extend this by another 4 weeks, with prior notice.

Player will receive a written response, which includes:

- A reasoned decision with evidence, or
- An explanation why the complaint cannot be handled.

4. Alternative Dispute Resolution (ADR)

If the player remain dissatisfied, he may escalate to an approved ADR provider.

5. Escalation to Curacao Gaming Authority (CGA)

The CGA does not mediate individual disputes but accepts reports if players believe we have violated regulatory obligations.

Players may file a regulatory concern via the CGA Online Form at gcb.cw.

6. Contact Points

Submit complaints via:

- Email: support@redstarpoker.com, admin@redstarpoker.com

7. Record-Keeping and Reporting

We maintain a secure log of all complaints for at least 5 years, including:

- Resolved (upheld/rejected)

- Unresolved
- Escalated to ADR or legal proceedings

8. Terms and Conditions Integration

The Complaints Policy is linked directly on our homepage and integrated into our Terms and Conditions. Information includes:

- Steps to submit a complaint
- Timelines
- Player rights

9. Common Reasons for Complaint

Players can raise issues concerning (but not limited to):

1. Deposits or withdrawals
2. Bonuses and promotions
3. Account restrictions or closures
4. Game outcome disputes
5. Responsible gaming measures
6. Balance or transaction errors
7. Identity/KYC/AML issues
8. Data protection
9. Software/technical failures
10. Alleged fraud or license violations