

Oriental Player Complaints Policy

1. Policy Overview

This policy ensures a transparent, fair, and secure process for handling player complaints, in full compliance with the LOK and Oriental's Information Security Policy.

2. Submitting a Complaint

- Free of charge within six months of the relevant incident.
- Submit via:
 - Online complaint form on Oriental's website.
 - Downloadable form (Word or PDF) emailed to: [Insert Complaints Email].

3. Complaint Categories

Complaints may include:

- Account access and security issues
- Payment (deposit/withdrawal) delays or errors
- Bonus disputes
- Game fairness concerns
- Responsible gaming matters
- Data privacy breaches
- AML/KYC process dissatisfaction

4. Complaint Handling Process

a. Acknowledgement:

- Complaint acknowledged within 7 days.

b. Resolution:

- Resolution or update within 4 weeks.
- If delayed, written notice issued (up to 4 more weeks).
- Final written outcome provided.

5. Responsible Gaming Complaints

Prioritized for player well-being. Aimed resolution within 5 business days, with max 2-week extension.

6. Alternative Dispute Resolution (ADR)

- Independent and free ADR service available.
- Contact details shared in all complaint communications and T&Cs.
- Oriental bears ADR costs.

7. Regulatory Escalation

Players may report regulatory breaches to the Curacao Gaming Authority (CGA).

8. Record-Keeping and Reporting

- Complaints logged and retained for 5 years.
- Biannual reports to CGA on Jan 15 and Jun 15.

9. Terms and Conditions

- Complaint process outlined in Oriental's Terms and Conditions.
- Includes rights to ADR and CGA contact details.