



Project:	Complaints Policy for Online Gaming
Date:	29 th July 2025

Complaints Policy for Online Gaming

This Complaints Policy outlines the framework for managing player complaints and disputes, ensuring a transparent, fair, and efficient process in alignment with, and designed to comply with, Curaçao Gaming Control Board under Article 5.3 of the National Ordinance on Games of Chance (Landsverordening op de kansspelen, “LOK”).

1. Purpose

This Complaints Policy ensures all customers have access to a fair, transparent, and timely process for lodging and resolving complaints relating to our online gaming services. Players may lodge a complaint free of charge at any time up to six months of the settlement of the bet or the incident about which they are making a complaint. In the case of Player-to-Player fixed odds betting, the six month clock begins after the bet settlement or conclusion of a specific event rather than the placement of the wager. In the case of complaints about in-running sports betting, customers must be advised that while they may submit a complaint within six months, prompt action may be necessary if the investigation may depend on data specific to the complaint which — due to the nature of in- running betting — may no longer be available after a short period, insofar as the operator cannot reasonably be expected to preserve such data any longer.

2. Scope

This policy applies to all customers using our services under our Curaçao license. It covers complaints regarding account registration, deposits, withdrawals, wagers, game fairness, responsible gaming, and any AML/ATF obligations.

Complaints can only be made by the registered player.

The player has the right to make a complaint regarding any part of their relationship with the operator, or any incident related to their participation in a game of chance. This includes (but is not limited to):

1. Deposit issues
2. Withdrawal issues



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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

3. Lodging a Complaint

Complaints can be submitted via:

- Email: support@pg-play.com
- Contact Form available online.

Complaints should include the player's full name, registered account email, date and time of the incident, a description of the complaint, and any supporting evidence.

4. Acknowledgment of Complaints

All complaints will be acknowledged within 48 hours and assigned a unique reference number.



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5. Investigation and Resolution Timeline

Complaints for Responsible Gaming Complaints, within 5 days we will, confirm receipt of the complaint in writing, provide an explanation of how the complaint will be processed and provide notice of the average timeline for resolution of such complaints. If more time is required, the customer will be notified with an updated timeline.

Complaints for All Other Complaint Types, we will assess and respond to complaints within four weeks, Within one week of receiving a complaint, the will confirm receipt of the complaint in writing, provide an explanation of how the complaint will be processed and provide notice of the average timeline for resolution of such complaints. If more time is required, the customer will be notified with an updated timeline.

6. Escalation Procedure

If unresolved, complaints may be escalated internally to the Compliance Officer. If still unresolved, they may be referred to the Curaçao Gaming Control Board.
Email: complaints@gamingcontrolb.org

Website: <https://www.gamingcontrolb.org>

7. Responsible Gaming and AML Considerations

Complaints involving AML/ATF, fraud, or responsible gaming issues will be prioritized and escalated immediately to the Compliance Officer.

If a complaint remains unresolved after internal escalation, customers may refer their complaint to an independent Alternative Dispute Resolution (ADR) provider approved by the Curaçao Gaming Control Board (CGA). This service is provided at no cost to the customer, and the operator will bear all associated ADR costs. The ADR provider will review the matter and provide a binding or non-binding decision in accordance with CGA guidelines.

8. Record-Keeping

All complaints and their outcomes will be documented and retained for at least 5 years, in line with Curaçao requirements. Records will be available to the Gaming Control Board upon request.



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10. Alternative Dispute Resolution (ADR)

If a complaint cannot be resolved internally, players are entitled to escalate the matter to a CGA Certified independent ADR provider, free of charge. For avoidance of doubt, the operator will bear all costs of the ADR process.

9. Policy Review

This policy will be reviewed annually by the Compliance Officer to ensure continued compliance.