

13. COMPLAINTS RESOLUTION PROCEDURE

- **13.1 You may contact our customer service team via email at support@232casino.com**
- **13.2 Complaints are initially handled by customer service. If a case cannot be resolved immediately, it may be escalated to other relevant departments. Customers will be kept reasonably informed of the status of their complaint.**
- **13.3 A "dispute" is defined as any complaint that:**
 - Relates to the outcome of a gambling transaction.
 - Remains unresolved after the initial stage of the Company's complaints procedure.
- **13.4 Our Customer Support Team will provide an initial response to your query. If a complaint escalates into a dispute, you will be asked to submit a detailed written complaint to complaints@232casino.com**
- **13.5 To process a dispute, you must provide the following details in accordance with applicable data protection laws:**
 - Account username.
 - Full name as registered on the account.
 - Complaint sent from the registered email address.
 - Email subject containing "COMPLAINT" and the reason.
 - A detailed explanation of the complaint.
 - Relevant dates and times.
- **13.6 Once the required information is received, the Complaints Resolution Committee will review your case and provide a response.**
- **13.7 We aim to resolve complaints within 7 (seven) days. If a complaint is unusually complex and requires further investigation, this period may be extended.**
- **13.8 If you are dissatisfied with the resolution provided by the Complaints Resolution Committee, you may explore external dispute resolution options.**
- **13.9 By using our services, you acknowledge that you are contracting exclusively with the Company. You agree not to bring any claims or disputes against third parties involved in the Website's operation, including but not limited to software providers, game suppliers, odds compilers, payment providers, processors, or agents.**

