

14. Complaints

Our internal complaints procedure has three levels:

1. Firstly our Customer Service will try to resolve your complaint.
2. Secondly, if your complaint has not been resolved at the first level, we will ask a manager to review your complaint.
3. Finally, if your complaint has not been resolved at the second level, we will ask a director to review your complaint.
4. Further investigation of the issue may be undertaken and a customer service agent will keep you informed of its progress.
5. A written proposal to resolve the query or complaint will be sent to you via email or phone, within 2 weeks if our procedure references mention director involvement.
6. You can complain to the courts if you feel that your complaint requires an authoritative resolution.
7. To register a complaint with us, please use the Website live chat help option or email support@sirlotto.com