

Complaint Submission Form

This form is designed for players to submit complaints regarding their gaming experience. Please ensure all information provided is accurate and include any relevant supporting documents to assist in the review and resolution of your complaint.

Complainant Details

Full Name: _____

Address: _____

Place of Residence (City, Country): _____

Account Information

Account Number (if applicable): _____

Complaint Details

Date of Complaint: ____ / ____ / ____ (DD/MM/YYYY)

Date of Disputed Event: ____ / ____ / ____ (DD/MM/YYYY)

Description of Disputed Conduct

Please select the category that best describes your complaint (tick all that apply):

- ☐ Deposit issues
- ☐ Withdrawal issues
- ☐ Bonus terms and conditions
- ☐ Account closures or restrictions
- ☐ Alleged errors or unfairness in game outcomes
- ☐ Responsible gaming issues
- ☐ Treatment of player balances
- ☐ KYC and Verification
- ☐ Data Protection
- ☐ Technical or Software issues
- ☐ AML concerns
- ☐ Issues with minors
- ☐ Fraudulent games
- ☐ Fraudulent practices
- ☐ License or regulation
- ☐ Other (please specify): _____

Detailed Description:

Supporting Documentation

You may attach any relevant documents to support your complaint. Please upload attachments online or email them along with this form if submitting offline.

Declaration

I hereby declare that the information provided is true and accurate to the best of my knowledge.

Signature: _____

Date: ____ / ____ / ____ (DD/MM/YYYY)

Instructions for Submission

- Online: Complete and submit this form online via the website.
- Offline: Download the form, complete it electronically or by hand, and email it to:
complaints@sculpture.com

Acknowledgement

Upon receipt, we will acknowledge your complaint within 48 hours (2 days) and aim to provide a substantive response within 5 working days if your complaint is related to Responsible Gaming.

Whilst other complaints will be acknowledged within 1 week and will be assessed and responded within 4 weeks.