

LuckLand Player Complaints Policy

1. Purpose

This policy outlines how LuckLand manages and resolves player complaints in accordance with the Consumer Guarantees Act 1993 (CGA) and applicable gambling regulatory requirements. Our goal is to ensure that all complaints are handled fairly, transparently, and promptly.

2. Scope

This policy applies to:

- All LuckLand players, regardless of whether they interact online or in person.
- Complaints relating to:
 - Service quality.
 - Game fairness and outcomes.
 - Technical or payment-related issues.
 - Breaches of responsible gambling obligations.
- Any matter where a player believes LuckLand has not met its obligations under the CGA.

3. Principles

- Accessibility: Players must be able to lodge complaints easily and free of charge.
- Fairness: Complaints will be reviewed impartially, and outcomes based on evidence.
- Timeliness: All complaints will be acknowledged and resolved within reasonable timeframes.
- Transparency: Players will be informed of progress and reasons for decisions.
- Escalation: If unresolved, complaints may be referred internally or to an external dispute resolution body.

4. Lodging a Complaint

Players may submit a complaint through:

- Email: [support@luckland.com]

- Customer support live chat.
- In writing to LuckLand's registered office.

Complaints must include:

- Player name and contact details.
- Details of the issue, including relevant dates, transactions, and supporting evidence.

5. Complaint Handling Process

Step 1: Acknowledgement

- Complaints will be acknowledged within 2 business days.

Step 2: Investigation

- The complaint will be reviewed by the Player Support Team.
- Technical, financial, and operational records may be checked.
- If complex, the player will be advised of expected resolution timelines.

Step 3: Response

- A written outcome will be provided within 20 working days of receipt.
- The outcome will include:
 - Findings of the investigation.
 - Actions taken to resolve the issue.
 - Escalation information if dissatisfied.

6. Escalation Procedure

If a player is not satisfied with the resolution:

1. The complaint may be referred to LuckLand's Compliance Manager.
2. If unresolved internally, the player may contact the Dispute Resolution Service designated by LuckLand's regulator or seek remedies under the Consumer Guarantees Act.

7. Record Keeping

- All complaints will be documented and retained for at least 3 years.
- Records include complaint details, investigation notes, and resolution outcomes.
- Data will be used to identify recurring issues and improve services.

8. Review & Continuous Improvement

- This policy will be reviewed annually to ensure compliance with the CGA and gambling regulatory standards.
- Feedback from players and regulators will be incorporated into future revisions.