

Player Complaints Policy

Company Information

Company Name: Leopard B.V.

Brand: CaratCasino

Website: www.caratcasino.com

License Number: OGL/2024/793/0757

Regulator: Curaçao Gaming Authority (CGA)

Effective Date: [Insert Date]

1. Purpose

This policy ensures that all player complaints and disputes are handled promptly, fairly, and transparently, in line with CGA regulations and LOK (Landsverordening op de Kansspelen).

2. Scope

Applies to all CaratCasino players, services, and employees involved in complaint handling.

3. Definition of a Complaint

A complaint is any formal expression of dissatisfaction regarding game results, account management, bonuses, payments, or any perceived unfair treatment.

4. Complaint Submission Process

Step 1 – Contact Customer Support via email at support@caratcasino.com, Live Chat, or contact form. Include name, username, email, date, issue description, and supporting evidence.

Step 2 – Internal Review: Support team investigates and responds within 14 business days.

Step 3 – Escalation: Unresolved issues are referred to the Compliance Department at compliance@caratcasino.com for independent review.

5. External Dispute Resolution (ADR)

If unresolved, players may escalate to a CGA-recognized ADR body. The ADR process is free for players, and the decision is final and binding for the operator.

6. Complaint Handling Principles

All complaints are handled confidentially, fairly, and objectively. No player is penalized for filing a complaint. All records are retained for at least 5 years.

7. Responsibilities

Customer Support: initial handling.

Compliance Officer: oversight and fairness.

Management: ensures adherence to CGA standards and ADR cooperation.

8. Record Keeping and Reporting

All complaints are logged in the internal system with details such as player ID, date, issue type, and resolution outcome. Reports are shared with CGA as required.

9. Timeframes

Acknowledgment: 24h

Initial Response: 5 business days

Final Resolution: 14 business days

ADR Escalation: within 30 days after final response

10. Confidentiality and Data Protection

All complaint data handled under GDPR and CGA Data Protection standards. Shared only with authorized personnel or regulators.

11. Policy Review

Reviewed annually or upon regulatory changes. Updated policy is published on www.caratcasino.com.

12. Contact Information

Customer Support: support@caratcasino.com

Compliance Department: compliance@caratcasino.com

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