



## **COMPLAINTS FORM**

**\*\*\*The Commission has no jurisdiction to investigate complaints that are concerned with the supervision of online casinos or betting companies. It is noted that online casinos are illegal, prohibited in Cyprus and are not regulated or licensed by any authority in Cyprus.\*\*\***

### **A. DETAILS OF COMPLAINANT**

Name: ..... Surname: .....

Address: .....

P.C. .... District: .....

Telephone contact details: .....

Email: .....

If your complaint relates to a dispute<sup>1</sup> please confirm that you have first raised your complaint with the casino operator, followed their complaints procedure and you are in receipt of a response from the operator on the outcome of their complaint.

Yes / No

### **B. COMPLAINT DESCRIPTION:**

*(please submit the nature<sup>2</sup> of your complaint, provide details and supporting evidence where applicable.)*

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<sup>1</sup> According to Regulation 21 of Casino Operations and Control (General) Regulations of 2016, RAA 97/2016

<sup>2</sup> Nature of the complaint includes dispute, general complaint, or concern.

**A dispute** relates to a casino customer disagreement with the operator regarding the operation or conduct of gaming at one of the licensed casinos. This includes fairness of the game, outcome of the game, winnings paid, losses, bonuses and side bets and return to player.

**A general complaint** relates to services received in relation to the gaming facilities offered or matters not directly related to the outcome of a casino game whether it be a table game, or a game played on a slot machine. A general complaint may be about ID verification, loyalty reward scheme, bonus offers, self-exclusion/time out, availability of unapproved games, conduct of a casino employee, the environment with the casino premises, IT/technical issues and illegal gaming.

**A concern** is a complaint about how the operator may be running its business and may suggest possible breaches of their license conditions, non-compliance with the Law, Regulations or Directions or cast doubt on the operator's continued suitability. They may include concerns about money laundering, underage access or responsible gaming issues, illegal or criminal activity within the casino, content of advertisements or promotions and accessibility to same, cheating, and collusion.

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### C. INFORMATION:

*please read carefully*

1. Your personal data is processed by the Cyprus Gaming and Casino Supervision ("the Commission") for the purpose of examining your complaint.
2. During the process of examining your complaint, the Commission may need to share the personal details and details of your complaint with the casino operator as part of the completion of the complaints resolution procedure. In some cases, information may be shared with third parties when it is deemed necessary that this will assist in handling the complaint. Please inform the Commission if you do not wish your information to be disclosed and why.
3. Your Personal Data are retained by the Commission for as long as it is required by the law. The appropriate organizational and technical measures are taken to protect your Personal Data. You may exercise the rights of information, access, correction, deletion, restriction of processing, objection, portability, by physical mail at 3 Thaleias Str, 1<sup>st</sup> floor 3011 Limassol, Cyprus or by sending an E-mail to: [dpo@cgc.org.cy](mailto:dpo@cgc.org.cy).
4. For more information regarding the processing of your Personal Data please visit the Privacy Policy of the Commission at [www.cgc.org.cy](http://www.cgc.org.cy).
5. If you are not satisfied with Commission's final response, you have the right to appeal to a competent court of the Republic of Cyprus according to the provision of article 146 of the Constitution of the Republic.

Signature: .....

Date: \_\_/\_\_/\_\_

You can submit your complaint form:

- by downloading this form, complete and email it at [complaints@cgc.org.cy](mailto:complaints@cgc.org.cy); or
- through Commission's website at [www.cgc.org.cy](http://www.cgc.org.cy); or
- by post at: 3 Thaleias Str, 1<sup>st</sup> floor 3011 Limassol, Cyprus; or
- by hand at: 3 Thaleias Str, 1<sup>st</sup> floor 3011 Limassol Cyprus.