

# Player Complaint Statement Form

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To: [Name of the Online Gaming Operator]

Date: [Insert Date]

Subject: Formal Complaint Regarding [Brief Description of Issue]

## 1. Player Information

- Full Name: [Your Full Name]

- Username/Account ID: [Your Account ID on the Operator's Platform]

- Email Address: [Your Registered Email]

- Phone Number (optional): [Your Contact Number]

## 2. Complaint Details

- Date of Incident: [Insert Date]

- Type of Issue:

Deposit Issue

Withdrawal Delay/Denial

Bonus Terms Violation

Unfair Game Outcome

Responsible Gaming Concern

Other: [Specify]

- Description of the Complaint:

[Provide a clear and concise description of the issue, including relevant dates, amounts, and any communication with the operator.]

## 3. Supporting Evidence

(Attach or list any relevant screenshots, transaction IDs, chat logs, or email correspondence.)

#### **4. Resolution Sought**

[Explain what resolution you are seeking—e.g., refund, account reinstatement, bonus credit, etc.]

#### **5. Declaration**

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

Signature: \_\_\_\_\_

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

#### **Important Notes (per CGA Guidelines):**

- Complaints must be submitted within 6 months of the incident.
- Operators must respond within 5 business days for responsible gaming issues and 4 weeks for other complaints.
- The CGA does not handle individual complaints but monitors operator compliance. You may report non-compliance to the CGA.