

Player Assist is a 100% free online casino complaints service offered by Casino.org with our conflict resolution team (also referred to as the Player Assist Team). The aim is to help our players win more by assisting with issues that may arise when playing at an online casino.

Before you submit a complaint against a casino carefully read through the guidelines below. If you don't follow these points, your complaint might be rejected.

Complaints guidelines

Provide details & proof

You must provide us with enough information and facts about your issue so the team can help you. If your claim needs any supporting documentation, we will ask for it and expect you to have it ready within a reasonable time. If you at any point in your complaint provide false and/or fabricated information your issue will be rejected.

Don't include private information

When you're submitting your complaint please do not share any private information. This includes banking details, your address, or other personal information. The Player Assist Team will connect you with our casino representative and open up a direct line of communication between the two of you. This means we (Casino.org) won't see any of the private information you share with the representative.

Use proper and fair language

Any use of foul, hateful, inappropriate, or abusive language will automatically make your issue invalid and rejected. At Casino.org we do not allow anyone to use language which is not fair and respectful. Additionally, writing in CAPS LOCK is not allowed.

Violation of terms and conditions

If you have broken any of the casino's T&C's, in relation to a bonus or otherwise, we will reject your issue.

Submitting multiple complaints

When you have submitted your complaint, please refrain from submitting another until the team have responded to your issue. If you submit multiple complaints, or follow-ups on a complaint, we will consider this to be spam and reject all complaints made by you.

Not casino related

We can't help with issues regarding sportsbooks, poker sites or bingo sites. You can only receive help if the issue is with an online casino that we currently have on our list. Our aim is to add more casinos in the future, so please check in again for any updates.

The casino isn't on our list

If you can't find the casino on our list we won't be able to help you. We only offer this service for casinos where we have a representative.

Is my complaint private?

We follow our [privacy policy](#) and don't share any private information relating to your complaint except for your name. Unless, under certain specific circumstances you explicitly confirm that you wish us to share certain information as part of the complaint resolution process and we agree to pass that information on to the casino. When you submit your complaint you agree that we might use information from your complaint on our website. Your full name or email will not be shown.

During the complaints process

Response timings

We aim to respond within 48 hours of you submitting your complaint. Sometimes we might require a bit more time, especially if your issue is more complex.

Once we've contacted the casino, we give them two days to respond to your issue. If the casino doesn't respond within the given timeline, we will try alternative ways of contacting them. If the casino fails to respond after we've tried at least three times and via reasonable methods, we will guide you on how to proceed with your issue.

How do we communicate with you?

Our Player Assist Team will respond to you via email and will be writing in English. We try to stay in touch regularly during your casino complaints process and you can reply to the emails sent by the team.

How do we handle the communication between you and the casino?

Once your issue has been picked up by our casino representative we will put you in touch for you to privately resolve the issue. This is to protect you and your private information in case you need to share any private details.

We will check in on you and our casino representative to ensure everything is running smoothly.

Casino.org reserves the right to update its Player Assist policy at any time. Casino.org makes no promise, guarantee, warranty or representation about the outcome or success of your casino complaint. As a free service, Player Assist seeks to facilitate communications between you and the casino but shall not be held liable, in any way, for any damages or losses suffered or incurred by you as a result of the communications held between you and the casino. You must satisfy yourself as to the accuracy, genuineness and reliability of the private communications held by you and the casino.

Casino.org does not endorse or recommend any resolution provided by the casino and it is for your sole discretion to determine any course of action that you may decide to take or refrain from taking. Casino.org has no involvement in the relationship between you and the casino and any assistance provided here does not constitute legal or other advice in any way.