

DISPUTE RESOLUTION POLICY

We are committed to providing world-class Customer Service, and to dealing with disputes and complaints in a prompt, efficient, and fair manner. We will endeavour to provide our final response to your dispute or complaint within 21 days. We may require additional information from you about your dispute or complaint. If this applies, we will contact you.

Our dispute and complaint handling process is set out below.

1. CONTACT CUSTOMER SERVICE

As a first point of reference, you should direct your dispute or complaint to the Customer Support team.

2. ESCALATE TO MANAGEMENT

Should you be in any way dissatisfied with the resolution provided by the Customer Support team you may escalate your query to a member of our Management Team via email on complaints@ladbrokes.com.au. They will then investigate your dispute or complaint, and respond back to you.

3. ESCALATE TO THE RESPECTIVE WAGERING JURISDICTION

If your dispute or complaint is not resolved to your satisfaction, you can escalate your concern to a representative of the Norfolk Island Gaming Authority at gaming@norfolk.net.nf for final determination. If the dispute or complaint concerned a bet, the bet will be adjusted in accordance with the decision of the Norfolk Island Gaming Authority, whose decision is final and binding on both parties.

4. CARD DISPUTES

If your dispute or complaint is not resolved to your satisfaction and it is about a transaction on your Visa card or EFTPOS card (but not a betting dispute), you can escalate your dispute to the Credit and Investments Ombudsman. The Credit and Investments Ombudsman can be contacted on 1800 138 422 or at cio.org.au.

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