CGA
Curaçao Gaming Authority

COMPLAINTS

Our primary role is to regulate and supervise various gaming activities conducted within or from Curaçao. We strive to ensure that gaming operators comply with the laws and regulations designed to protect the integrity of the gaming industry.

We would like to clarify that the CGA does not handle individual complaints against gaming providers. Resolving disputes between players and gaming operators is not within our mandate. As such, we do not have the authority to mediate or arbitrate in these matters. The CGA is not a civil court and cannot order gaming operators to compensate players or issue judgments. Therefore, we encourage players to seek resolution directly with the gaming providers and to contact the appropriate legal channels if necessary.

However, your complaint is important to us, as it may indicate potential breaches of the LOK by operators. Complaints, including claims against a gaming operator or any other concerns relating to individual operators under the supervision of the CGA, can be send to complaints@cga.cw. If a complaint or a pattern of complaints indicates a possible violation of the law, we may take appropriate action against the operator. As part of our ongoing reform efforts, we are actively working on implementing the necessary measures to address such matters as thoroughly as possible. To this end, we will introduce a standardized claim form on our website to collect specific information. This data will be entered into a database, which we will use to support our risk-based supervisory approach. Therefore, once the web complaints form is introduced, please refrain from sending complaints to our complaints@cga.cw inbox. Please note that we will not disclose the status of any investigations or actions taken.