



COMPLAINTS PROCEDURE NON-GAMING

Customer Information

Complaints Procedure – Non-Gaming

As a valued member and guest, Crown London takes its commitment to provide a five-star customer service environment seriously.

This Complaints Procedure addresses services provided by Crown London that are not gaming related disputes.

Crown London strongly encourages its members and guests to raise their concerns or feedback to the immediate attention of the on-duty Casino Manager. However, should you feel your concern has not been resolved, a formal complaint may be made in writing to:

Email correspondence:

enquiries@crownlondon.co.uk

Letter correspondence:

Crown London Enquiries

27-28 Curzon Street

London

W1J 7TJ

We aim to respond within 7 working days of receiving your formally lodged complaint.

Crown London views complaints as helpful feedback and will do everything we can to resolve any matters in a prompt and timely manner. Should you choose to proceed to lodge a formal complaint, we look forward to resolving this matter and thank you for taking the time to provide your feedback.

For gaming dispute matters, please refer to the Crown London's Gaming Disputes Procedures available on-premises, our website **www.crownlondon.co.uk** or please speak to any one of our Casino Managers.