
How Can You Complain to a Bingo Site?

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If you have any problems with a bingo site then you are completely within your rights to complain to that site with hopes of solving any problems, concerns or queries that you may have. There are many different ways to complain to a bingo site and it is important to use the right method to ensure you get the best response.

Reasons to Complain to a Bingo Site

The most common reason why people complain to a bingo site is due to concerns about their personal details and banking information. Other reasons why someone might want to complain to a bingo site could be because a bonus has yet to be awarded, the site could be down or perhaps shut itself down during gameplay. Whatever the reason, you shouldn't be shy when contacting the site because the customer services staff are usually more than happy to help you.

First Step

Before you complain to the site it is a good idea to look over their F.A.Q guide. This could hold some valuable information that could solve your problem in a matter of seconds. On a typical F.A.Q page there will be a list of the most popular questions and customer queries along with the answers to these questions. Finding the solution to your problem using the F.A.Q guide will save you a lot of time. If your particular problem is absent from the list then you have the green light to go ahead and make your complaint.

Methods of Contact

There are various ways in which to contact the [bingo site](#) with your complaint. A lot of bingo sites have a 24/7 hour customer service support team who make it really simple to make contact by sending a message via the site. More often than not there are multiple email addresses listed on the main site so make sure that you choose the correct department.

Live Chat

If you prefer to speak one on one to a real person then using a **live chat method** is your best option. Many online bingo sites offer customers a live chat function which will allow you to speak to a member of the customer service team through your computer. This is similar to Skype in its layout and function. If you would rather type out your problem then you can easily use the text chat box that will be available with the feature.

Contact form

Many online bingo sites offer customers the option to complain via an e-form. This requires you to fill out a form online that often gives you multiple choice questions so that you simply tick those which apply to you and your query/complaint. Similar to an email, the contact form is a quick and easy way to contact the site and the procedure is usually quite fast.

Telephone

Most sites will have an available telephone number that you can call if you would like to speak to a member of staff. Although this may seem like a simple way to get in contact fast, it is likely that you will be charged and kept on hold if they are busy at the time of your call. However, some bingo sites have a ring back feature which means they will call you back free of charge at a time of your choosing.

Don't Hold Back

Many people tend to get a little nervous when they need to make a complaint but it is important to remember that you have a right to complain. You are the customer and the customer knows best after all.

Responsible Gambling: Gambling should be fun and never seen as a way to make money. Only gamble with money you can afford to lose. If you feel you may have a problem, visit [gambleaware.org](https://www.gambleaware.org) or call the National Gambling Helpline on 0808 8020 133. All sites featured on Top Online Bingo Sites are licensed by the UK Gambling Commission. You must be 18+ to gamble.

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