



Complaints Policy

Last Updated: 16/05/2026

This Complaints Policy explains how customer complaints, concerns, disputes, and formal issues are handled by Red Dragon's Vault Ltd ("we", "us", "our").

Our goal is always to resolve problems fairly, calmly, and with the best interests of the wider community in mind. We believe most issues can be resolved quickly through communication, mutual respect, and clear expectations.

This policy exists to provide a fair and consistent process for all customers, players, and staff.

1. How to Make a Complaint

Formal complaints should be submitted by email only to:
hello@reddragonsvault.com

This helps ensure:

- Accurate record keeping
- Fair review
- Clear communication
- Consistent handling
- Proper escalation where necessary

Please include where possible:

- Your full name
- Contact details
- Order number (if relevant)
- Event name/date (if relevant)
- Details of the issue
- Any supporting evidence (photos, screenshots, receipts, etc.)

Incomplete complaints may delay review.

2. Complaint Response Time

We aim to acknowledge and review complaints within:

3–5 working days

Complex issues may take longer where investigation is required. This may include:

- Event rulings
- Safeguarding concerns
- Trade disputes
- Refund disputes
- Behaviour investigations
- Supplier issues

Where additional time is needed, we will communicate this clearly.

3. Refund and Returns Complaints

Complaints relating to refunds, returns, damaged goods, or order issues should first be reviewed under our:

- Returns & Refunds Policy
- Shipping Policy
- Preorder Policy

Formal complaints should only be escalated where the standard policy outcome is disputed. This helps ensure consistency and fairness.

4. Event and Tournament Disputes

For organised play events:

- Judge rulings
- Tournament organiser decisions
- In-event gameplay rulings

remain final during the event unless misconduct, serious error, or safeguarding concerns are involved.

Complaints regarding:

- Organiser conduct
- Player misconduct
- Unfair treatment
- Serious rule handling concerns

may still be reviewed after the event through this Complaints Policy. This protects event integrity while allowing fair review.

5. Staff Complaints

Complaints regarding staff conduct, professionalism, or customer handling may be submitted through the same complaints process. All complaints will be reviewed fairly and proportionately. Where appropriate, this may include:

- Internal review
- Staff discussion
- Management intervention
- Formal action where necessary

6. Escalation and Final Review

Where a complaint disputes initial staff handling, final escalation will be reviewed by:

Joint management review

This helps ensure fairness, consistency, and accountability. Management decisions following final review are considered final.

7. Community Conduct Complaints

Complaints involving:

- Harassment
- Discrimination
- Bullying
- Cheating
- Safeguarding concerns
- Abusive behaviour
- Repeated disruption
- Store ban disputes

may also involve review under:

- Community Code of Conduct
- Event Booking Policy
- Safeguarding considerations where relevant

These matters may require immediate action before full investigation is complete where customer safety is involved.

8. Malicious, False, or Abusive Complaints

We expect complaints to be made honestly and in good faith. Red Dragon's Vault reserves the right to take action where complaints are found to involve:

- Deliberate false reporting
- Harassment through repeated complaints
- Abusive behaviour toward staff
- Attempts to manipulate policy outcomes
- Bad-faith complaints intended to harm others

This may result in:

- Complaint refusal
- Store sanctions
- Booking restrictions
- Account review
- Temporary or permanent bans where appropriate

This protects both customers and staff from misuse of the complaints process.

9. Chargebacks and Payment Disputes

Customers are encouraged to contact us before initiating payment disputes, chargebacks, or third-party claims. Many issues can be resolved faster and more fairly through direct communication. Fraudulent or abusive chargebacks may result in:

- Account restrictions
- Refusal of future purchases
- Store sanctions where appropriate

Supporting documentation may be retained for chargeback defence.

10. Record Keeping

Complaint records may be retained where necessary for:

- Legal compliance
- Customer service review
- Safeguarding
- Fraud prevention
- Ban enforcement
- Organised play integrity

This is handled in accordance with our Privacy Policy and Data Retention practices.

11. Our Community First Approach

We are a community-first business.

Where possible, we aim to resolve issues through fairness, communication, and practical solutions rather than unnecessary escalation. We believe strong communities are built through trust, consistency, and mutual respect. Most problems can be solved well before they become formal complaints.

12. Contact Us

For complaints or formal concerns, please contact:

Red Dragon's Vault Ltd
Email: hello@reddragonsvault.com
Address:
5 Rhosddu Road
Queens Square
Wrexham
LL11 1AT
United Kingdom