

Complaints procedure for clients of the Domains UK Limited

Your right to complain:

We strive to give excellent customer service unfortunately we don't always achieve this we know we are not perfect. But we aim to be. That is why we have a complaints procedure. Sometimes we can put things right; sometimes we can only explain ourselves and apologise. But we do want to learn from our mistakes. What you tell us helps to improve our service to you.

We will treat your complaint confidentially, seriously and quickly.

What can I do?

It is important to let us know that you are unhappy and to give us the chance to put things right. Please ring or email and hopefully we can resolve it straight away. If we can't then you can make a complaint to Nominet.

Making a complaint to Nominet:

Please follow this link to follow the Nominet complaints procedure:

<http://www.nominet.org.uk/disputes/resolving-domain-disputes/drs-guidance/making-complaint>