



COMPLAINT ESCALATION POLICY

This policy is subject to change, so please check regularly for updates. This policy is in addition to Sempervox Terms & Conditions.

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1. Complaint Escalation Policy

We make every effort to ensure that our customers are happy with the level of service, and the products and service they receive from us. However, despite our best efforts, things can go wrong. We take customer complaints very seriously and aim to resolve them quickly and efficiently.

Not a Sempervox customer?

If you are not a Sempervox customer and have a complaint relating to any third party (for example relating to the content of a website hosted by a Sempervox customer). Our customer support agents will be unable to assist you directly.

Please send details of your issue or query to abuse@Sempervox.com

If you have a complaint

There are a few options available to you, please choose the one that you feel fits your needs the best.

1. Please telephone our offices in Leicester on 0116 252 0500. Our advisors will ask you about your complaint and seek to resolve the problem while you are on the line. If this is impossible, we will agree a course of action with you.
2. Please email your complaint to: complaint@sempervox.net. These emails will be received by our complaints officers who will respond directly.
3. You may also send your complaint in writing to us at:
Sempervox, Consort House, 15 De Montfort Place, Leicester, LE1 7GZ

During any discussions we will protect the privacy of the information that we hold on you. We may have to ask you security questions to confirm that we are speaking to the right person.

We will acknowledge your complaint within 1 business day and aim to resolve any issues within 5 business days.

Taking your complaint further

If your complaint is not resolved to your satisfaction after this procedure, you can take it further within our company, and ultimately by writing to our Head of Compliance at the above address.

Broadband customers

We are members of The Office of the Telecommunications Ombudsman (Otel). If your complaint relates to the provision of broadband, and you remain unsatisfied by the service we have provided, you can refer your complaint to Otel, who will provide you with an impartial and independent investigation on your behalf.

<http://www.otelo.org.uk/>

Domain name customers

If you are not happy with the initial outcome of your complaint you can contact the following for the relevant domain tails.

All domain names ending .uk is: <http://www.nominet.org.uk/dispute/complaining-about-registrar/complaints-procedure>.

All domain names not ending in .uk is: https://www.dotster.com/legal/legal_domain.bml#dispute.

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