

Complaints Escalation Procedure

Net-Work Internet Ltd will endeavour to provide the highest levels of service at all times. We appreciate that there may be occasions where customers may not be satisfied with the level of service they have received and need to raise a complaint.

Complaints Escalation Process	
1 st Step	<p>All complaints must relate to a known problem that has already been dealt with using our support escalation service. Before raising a complaint ensure you have all the facts available including but not exclusive to, support ticket references and any other correspondence or evidence that supports your complaint.</p> <p>Alternatively to report an abuse of service please email abuse@net-work.net</p>
2 nd Step	<p>Make a complaint by email to complaints@net-work.net or in writing to:</p> <p>The Complaints Resolution Committee Net-Work Internet Ltd Technology House Rhewl, Ruthin, Denbighshire North Wales LL15 1TN</p>
3 rd Step	<p>On the receipt of a complaint, you shall expect to receive an acknowledgment and case reference number within 1 working day. Thereafter all reasonable endeavours will be made by the Complaints Resolution Committee to investigate the issue(s) raised and provide a proposed course of action(s) for resolution within 7-14 working days.</p>
4 th Step	<p>If for any reason you are not satisfied with the Complaints Resolution Committee's response then a complaint can be sent to the General Manager. The General Manager will then review the issue(s) and make the final decision within 7-14 working days or refer the case to the Board of Directors.</p>
5 th Step	<p>If for any reason you are still not satisfied with the General Manager's final decision and depending upon the nature of the issue and complaint you can also contact the following relevant bodies listed below:</p> <p>Ombudsman Services for Communications http://www.ombudsman-services.org/ Ofcom http://www.ofcom.org.uk/ Phonepayplus http://www.phonepayplus.org.uk/ Nominet http://www.nominet.org.uk/ ICANN https://www.icann.org/ RIPE NCC http://www.ripe.net/ Trading Standards http://www.tradingstandards.gov.uk/</p>
<p>Table CEP1: Last updated September 2014 © Net-Work Internet Ltd. Document Classification: PUBLIC Version: 2.1</p>	