

## Complaints and appeal procedures

Here at 5RV we like to think we get it right all the time, every time but the truth of it is everyone gets it wrong from time to time. We can only improve on our services with valid feedback from you, our customers.

If you wish to make a complaint about a service you have received, please submit an email to us at [complaints@fiverivers.net](mailto:complaints@fiverivers.net) including as much detail from the issue you have. We will acknowledge your complaint within 1 business day and aim to resolve any issues within 5 business days

If you're not happy with the initial outcome of your complaint and its regarding your .uk domain name, please feel free to escalate your issue to Nominet (the .uk registry) here:

<http://www.nominet.org.uk/disputes/complaining-about-registrar/complaints-procedure>