

29 SEPTEMBER 2026



# COMPLAINTS PROCESS

IOCEA.COM LTD

UNIT 5, SAXILBY ENTERPRISE PARK, SAXILBY, LINCOLN, LINCOLNSHIRE. LN1 2LR

## OUR COMMITMENT

We aim to provide a high standard of service to all our customers. However, we recognise that there may be occasions when our service does not meet your expectations.

We take complaints seriously and are committed to dealing with them fairly, promptly and transparently.

This complaints procedure explains how you can raise a complaint and how we will deal with it.

## HOW TO MAKE A COMPLAINT

If you are dissatisfied with our service, we encourage you to contact us in the first instance so that we can try to resolve the matter promptly.

You can make a complaint by email to [support@iocea.com](mailto:support@iocea.com):

Please include, where applicable:

- Your name and contact details
- The domain name(s) concerned
- Details of the service or issue you are complaining about
- A clear description of your complaint
- Any relevant supporting information or evidence
- Details of the outcome you would like us to consider

Please use "**Complaint**" as the subject of your email.

## WHAT HAPPENS NEXT?

We will acknowledge receipt of your complaint within **5 working days**.

We will review the information provided, investigate the circumstances of the complaint and, where appropriate, contact you for further information.

We aim to provide a substantive response as soon as reasonably practicable and will keep you informed if the investigation is likely to take longer than expected.

If you're not happy with the initial outcome of your complaint, you can escalate your complaint to a manager/director by emailing [garry@iocea.com](mailto:garry@iocea.com)

## IOCEA CUSTOMER SUPPORT

If you have an IOCEA support contract, you can contact us through our support system or on 01522 706672 anytime and we will do our best to assist you.

If you need to escalate a complaint, please contact us by phone where a member of the support team is available 24/7. All enquiries are responded to within 1 business day.

If a support technician is available, you will be able to chat with them to help resolve your request.

If your request is less urgent, you can raise a ticket using our email address: [support@iocea.com](mailto:support@iocea.com) and your request will be dealt with as soon as we can.

## ABUSE COMPLAINTS

If you wish to raise a complaint about abuse you have received (phishing scams, spam emails etc), please contact us at [support@iocea.com](mailto:support@iocea.com) as much detail about the abuse. We will investigate your complaint immediately.

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 [support@iocea.com](mailto:support@iocea.com) 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.

You are also able to make a formal complaint about a registrar to Nominet (the .uk registry) <https://registrars.nominet.uk/uk-namespaces/registration-and-domain-management/customer-complaints-procedure/>