

Dynamic Servers Limited – Complaints and Appeal Procedure

Terms

“us” – Refers to Dynamic Servers Limited

“you” – Refers to the client

“Our team” – Refers to Dynamic Servers Limited

1. Complaints

Dynamic Servers Limited is committed to ensuring that all clients receive the highest level of service at all times. If you are unhappy with the service that you have received, you can follow our complaints procedure. We encourage all customers to read our Terms and Conditions before making a complaint. Our Terms and Conditions can be found here:

<https://www.dynamicservers.co.uk/web-hosting-policies/>

1.1 Complaints Logging

- a. Customers can submit a complaint through either phone, email or support ticket through our website. Please include all relevant information to allow our team to investigate the complaint quickly and efficiently
- b. Upon receiving a complaint, a manager will make contact with you within 24 hours. Complaints will be followed up by either email or support ticket. All details of complaints are kept for three years.

1.2 Dealing with complaints

- c. All complaints are dealt by a member of the management team who work closely with the client to come to an agreement.
- d. The client will be actively involved with us to ensure that all parties are happy with the outcome. We will offer the client the chance to meet with us either in person or through an online meeting to discuss their complaint and the appropriate action.