

Complaints Policy of Microtech USA LLC trading as CloudFloorDNS,

We view complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our Complaints Policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at CloudFloorDNS knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of CloudFloorDNS

Where Complaints Come From

Complaints may come from paid clients of CloudFloorDNS services, or those directly affected by them. A complaint can be received by email or in writing. This policy does not cover complaints from staff, who should use Microtech Limited's Discipline and Grievance policies.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the board of the company.

Review

This policy is reviewed regularly and updated as required.

Adopted on:.....

2015.02.19

Last reviewed:.....

2019.02.19

Complaints Procedure of CloudFloorDNS

Publicised Contact Details for Complaints:

Written complaints may be sent to CloudFloorDNS at:

CloudFloorDNS
25 Corporate Drive
4th Floor
Burlington, MA 01803
USA

or by e-mail at:
support@cloudfloordns.com

Please note that if submitting a complaint via email, your complaint should not be considered received until you have received written confirmation from us via email confirming such, which will usually be within 72 working hours.

Escalation of complaint

If you wish to complain about the complaints procedure, in particular the response you have received after following the above procedure, you can escalate the complaint, in writing, to the Board of Directors who will convene a meeting to review your complaint. Written escalation of complaints can be sent to:

CloudFloorDNS
25 Corporate Drive
4th Floor
Burlington, MA 01803
USA