

## **Customer Complaints Code for Service** - including abuse email spam and phishing scams

Our mission is to provide the best ISP service in the UK to our partners and customers. We define a “complaint” as a partner or customer telling us they are dissatisfied with our services or the process below. To ensure that any complaints are fully investigated and resolved satisfactorily, Interactive Web has a clearly defined procedure as follows.

### **Step 1**

In the first instance, we ask that customers contact a member of staff in the relevant department. If the complaint is account-related, contact an Accounts/Credit Control adviser; if the complaint is support-related, contact a Technical Support adviser; if more general, contact a Customer Services adviser. Telephone contact numbers for our departments are listed at:

<http://www.Interactiveweb.us/>. An adviser will take all relevant information regarding the complaint and will investigate thoroughly.

Wherever possible, the issue will be resolved directly. Alternatively, you may email [complaints@Interactiveweb.us](mailto:complaints@Interactiveweb.us)

### **Step 2**

In most cases, no further action will be necessary. If the first adviser is unable to resolve the issue to your complete satisfaction, your complaint will be escalated by the adviser at your request to their Level 2 colleague, who will contact you within 1 business day and undertake further investigation. They will then report back to you within 2 business days.

### **Step 3**

Should the Level 2 adviser be unable to resolve the issue to your complete satisfaction, your complaint will be escalated by them at your request to the department's Team Leader, who will contact you within 1 business day and undertake further investigation. The Team Leader will then report back to you within 2 business days.

### **Step 4**

Should you not be satisfied with the resolution or explanation provided you may make a further complaint in the form of a letter addressed to the relevant department's manager at the address on our web site, who will respond in writing within 10 business days of receipt.