

# Complaint Policy

Below you will find our current complaint policy. If you have any questions or comments about this policy, please do not hesitate to contact us.

It is DNS Made Easy policy to handle complaints as part of the overall strategy to satisfy the needs of the clients of DNS Made Easy services. We are committed to providing the highest quality service possible to each and every one of our clients. When an issue occurs, we need to be informed to help us to improve our standards for delivering client support.

Any formal written complaint / expression of dissatisfaction will be treated accordingly. Please contact us with all details regarding the issue.

- Complaints should be handled: confidentially, fairly, promptly
- Each complaint will be: recorded, acknowledged by email within 10 business days, escalated to Senior Management
- Staff should endeavor to: fully understand the complaint, be courteous to the complainant, offer constructive solutions to resolve the matter
- The complaints procedure should be: publicly displayed, monitored regularly, reviewed, revised, and evaluated periodically

When formally submitting a complaint, please include:

- A description of the act or practice that is thought to be unfair or deceptive, or in violation of existing law or regulation, including all relevant facts
- The name and address of the complainant.
- All support ticket IDs along with all correspondence (sales or support) related to your account.

All formal complaints should be sent to [abuse@dnsmadeeasy.com](mailto:abuse@dnsmadeeasy.com) AND our mailing address at:

DNS Made Easy – Complaints Department  
11490 Commerce Park Drive  
Suite 140  
Reston, VA 20191

## COMPLAINTS PROCEDURE



Any person, client, or customer dissatisfied with DNS Made Easy services should be encouraged to make this fact known at the point and time of their dissatisfaction to us (Tiggee LLC/ DNS Made Easy). If it is not appropriate for one member of staff (non-management) to deal with the complaint, it should be referred as soon as possible to the appropriate management team. Normally, the sequence of activities to be followed should be:

- COMPLAINT RECEIVED: We will acknowledge your complaint by email within 10 business day of receipt.
- COMPLAINT LOGGING: We will fully investigate your complaint including logging all relevant information associated with the problem as well as consulting any staff members involved in the issue.
- NOTIFY MANAGEMENT: The issue will be passed to the appropriate member of the management team to be addressed.
- RESOLUTION CREATED: After reviewing all logged information pertaining to the complaint a resolution will be developed according to management discretion.
- RESOLUTION PROVIDED: We will contact the complainant and present the suggested resolution which will hopefully resolve the complaint. At this stage, if you are still not satisfied with the resolution, you should inform Tiggee LLC/DNS Made Easy so that a new resolution can be suggested.
- OUTCOME ACKNOWLEDGED: Both parties should agree on the resolution to the complaint and the terms of all that was discussed. The client should feel satisfied with the resolution to the issue as well as how the process was handled.

## COPYRIGHT INFRINGEMENT PROCEDURE

Copyright is a legal process that provides the right to copy creative works. Most nations have legal protection for copyright holders that involve either civil or even criminal penalties against individuals that violate copyright laws.

DNS Made Easy is a Managed DNS provider, we do not provide web hosting services. Our services map domain names to the IP address of the server which hosts the associated content. DNS Made Easy is not able to remove content from any web server. In regard to issues concerning copyright or web content present on a site, the web hosting provider to the domain will need to be contacted. These companies have policies in place to handle issues such as copyright and the responsibility to do so as the content is hosted on on their servers which they have direct access to.

In order to locate the web hosting provider to a website, you will need to determine who owns the IP address of the website. Once you have located the IP address of the site you can perform



a WHOIS lookup of the associated IP address on ARIN's website [www.arin.net](http://www.arin.net) which will provide you the name of the web hosting provider.