

## Complaints advice.

The Nimbus Hosting team are passionate about what we do, and we are committed to delivering the best hosting experience possible for our clients.

We appreciate all feedback, good and bad, so if you have any comments about the service you have received, we'd love to hear from you. If you have any complaints about the service you have received from us, we'll look to address them swiftly and efficiently.

**Step 1:** In the first instance we would like to try and deal with any issues when they arise, with the member of staff with whom you first raise the issue with. If this fails to reach a satisfactory resolution we'd like to hear from you as per step 2.

**Step 2:** Please email us at [complaints@nimbushosting.co.uk](mailto:complaints@nimbushosting.co.uk) or write to us at:

Complaints  
Nimbus Hosting  
1 Centrus  
Mead Lane  
Hertford  
SG13 7GX  
United Kingdom

This will go directly to one of our managers who will investigate your complaint. Your complaint will be acknowledged in writing or via telephone within three working days of receiving the complaint. An investigation will be carried out into the issues raised and a full response will be provided within ten working days.

**Step 3:** If you remain dissatisfied you may refer your complaint to the service provider ombudsman, CEDR using the details below.

<https://www.cedr.com/>

[cisas@cedr.com](mailto:cisas@cedr.com)

100 St. Paul's Churchyard  
London EC4M 8BU



1 Centrus, Mead Lane, Hertford, Hertfordshire, SG13 7GX

T: 020 8090 9664

E: [info@nimbushosting.co.uk](mailto:info@nimbushosting.co.uk)

[www.nimbushosting.co.uk](http://www.nimbushosting.co.uk)

+44 (0)20 7536 6000

### **Domain Abuse Complaints**

If you need to report abuse for a domain name that is registered with us, please email [abuse@nimbushosting.co.uk](mailto:abuse@nimbushosting.co.uk)