



Host365 Ltd
Hurlingham Studios
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Complaints procedure

Host365 will try to resolve all enquiries at your first point of contact.

If you remain dissatisfied with any aspect of the service you receive from us, please write to us at the following address and include the information detailed.

Email address: support@host365.com

Please detail:

- a) Your name
- b) You contact number
- c) The best times to get hold of you if we need to call
- d) The nature of the issue you have encountered, including as much detail as you can and any correspondence you may have already had in relation to the issue.

What happens next?

You will receive a reference number for your complaint that will help us identify the issue during any subsequent contact.

A member of the team will contact you within 48 hours.

We aim to resolve all issues within the above time frame. If we do not resolve an issue to your satisfaction at this time, please ask that it be escalated and a senior member of the company will make contact within 24 hours and work with you to ensure your complaint is dealt with to your satisfaction