

# Complaints Policy

## 1. Purpose

We are committed to providing the highest level of service to our customers. This Complaints Policy outlines our approach to handling complaints in a fair, transparent, and efficient manner. It aims to resolve any issues you may have as quickly as possible while ensuring a positive customer experience.

## 2. Scope

This policy applies to all customers using our web hosting services, including individuals, businesses, and resellers. It covers complaints related to:

- Service performance
- Billing and payment issues
- Technical support
- Customer service
- Security concerns
- Any other issues related to our services

## 3. How to Make a Complaint

If you are dissatisfied with any aspect of our services, you can raise a complaint via email or post.

- **Email:** complaints@hostek.com
- **Mail:** Address your complaint to  
(UK clients) Hostek, PO Box 124, Ilfracombe, EX34 4BA  
(US clients) Hostek PO Box 701048, Tulsa, USA, 74170

## 4. Information to Include

To help us address your complaint promptly, please include:

- Your name and contact details
- Account ID or service details
- A clear description of the issue
- Any relevant screenshots or logs (if applicable)
- Your preferred resolution or outcome (if any)

## 5. Acknowledgment of Complaint

Once your complaint has been received:

Miss Group dba Hostek 2719 Hollywood Blvd. Suite A-241 Hollywood, FL 33020 EIN Number 27-5276099	Miss Group Limited Registered in England and Wales : 10799624 3 Waterhouse Square, 138-142 Holborn, London, England, EC1N 2SW	Version 1.0	Page 1 of 2
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- You will receive an acknowledgment within 48 hours.
- A unique case reference number will be provided for tracking purposes.

## 6. Investigation Process

- We will assign a dedicated team member to investigate your complaint.
- Our team may contact you for additional information or clarification if required.
- We will thoroughly investigate all aspects of the complaint, including technical logs, billing records, and any communication history.

## 7. Resolution Timeframes

- **Initial response:** Within 3 business days of receiving the complaint.
- **Resolution:** We aim to resolve most complaints within 5 business days. Complex issues may take longer, and we will keep you updated on the progress regularly.

## 8. Customer Feedback

We welcome feedback from all our customers. Your feedback helps us improve our services and address issues before they become complaints. You can share your thoughts with us at [support@hostek.com](mailto:support@hostek.com).

## 9. Policy Review

This Complaints Policy will be reviewed annually to ensure its effectiveness and alignment with customer expectations and regulatory standards.

## 10. Contact Us

For any queries related to this policy or to lodge a complaint, please reach out to us through the contact details provided above.

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