

Dot London Complaints Procedure

We take all complaint reports seriously and endeavour to respond to them in the shortest time possible.

Complaints should be sent to complaints@dotlondondomains.london. You can also send your complaint via mail to:

Head of Operations
Dot London Domains Limited
2 More London Riverside
SE1 2RR London
UK

Complaints received by the complaints department will be treated as follows:

Step 1

We will investigate your initial complaint. We may return to you for further information. Depending on the type of complaint we may pass it on to the relevant law enforcement agencies or registrar.

Step 2

The complaint will be reviewed by the Head of Operations for Dot London or the Director for Dot London. We will respond to all complaints received within 7 days.

Step 3

If you are not satisfied with the response received from the complaints department, you can lodge a complaint with ICANN, the Internet Cooperation for Assigned Names and Numbers with whom we have a contract to operate the Dot London domain. Please visit:

<https://www.icann.org/resources/pages/registries-2013-06-28-en>