

## ekte Customer Complaints Procedure

### 1. Purpose

ekte aims to provide all customers with a high level of service. If for any reason a customer is dissatisfied with the service they have received, they may use this complaints process for resolution.

### 2. How to Make a Formal Complaint

If you are unhappy with any aspect of the service you have received from ekte.uk, you should first contact our customer support team with details of your concern.

**Complaints may be submitted by:**

**Email:**

 [support@ekte.uk](mailto:support@ekte.uk)

**Telephone:**

 **0333 344 6501** (Mon–Fri, 8.30 am–5 pm UK time)

**Post:**

ekte Ltd  
Plot 7b, Unit C  
Stenson Road, Whitwick Business Park  
Coalville, Leicestershire  
LE67 4JP  
United Kingdom

**When making your complaint, please include:**

- Your full name and contact details
- Service/transaction reference (if applicable)
- A clear description of the issue
- Any relevant dates and supporting information

### 3. What Happens Next (Initial Complaint Handling)

Once we receive your complaint:

- **Acknowledgement:** We will acknowledge receipt of your complaint within **3 business days**.

- **Investigation & Response:** We will investigate your complaint and aim to provide a full response **within 10 business days** of acknowledgment.
- **Extended Investigations:** If a longer investigation is required, we will contact you within 10 business days to advise when you can expect our response.
- **Record Keeping:** Your complaint will be kept on file so we can monitor trends and improve our service.

## 4. Escalation (If You Are Not Satisfied)

If you are not satisfied with our initial response:

- You have **20 business days from the date of our response** to escalate your complaint.
- **Send your escalated complaint in writing to:**

**Email (preferred):**

 [complaints@ekte.uk](mailto:complaints@ekte.uk)

**Post:**

Head of Customer Relations  
ekte Ltd  
Plot 7b, Unit C  
Stenson Road, Whitwick Business Park  
Coalville, Leicestershire  
LE67 4JP  
United Kingdom

**Please include:**

- Your contact details
- Reference to your original complaint and initial response
- Why you are dissatisfied with the initial outcome
- What resolution you are seeking

## 5. What Happens After Escalation

Once we receive your escalated complaint:

- **Acknowledgement:** We will acknowledge it within **3 business days** of receipt.
- **Final Response:** We aim to provide our **final response within 10 business days** of acknowledgment.

- If more time is required, we will let you know and provide an updated timeframe.
- Escalated complaints will also be retained on file to help improve service quality.

## 6. External Options

If, after following this process, you remain dissatisfied, you may wish to seek independent advice, such as:

- **Citizens Advice**
- **Trading Standards**
- Other recognised independent dispute resolution services

These are external to ekte Ltd and may help resolve disputes if internal escalation has not achieved a satisfactory outcome.

## 7. Visibility and Publication

This complaints procedure will be published on the ekte.uk website and reviewed regularly to ensure it remains fair, effective, and aligned with industry best practice, as encouraged by Nominet for all accredited registrars.