

DISPUTE RESOLUTION - DOMANENNAME

Procedures for Resolving Complaints, Disputes, and Escalations

Version: 1.0 Effective Date: 18th May 2026 Company: CRISALEO LIMITED

Operating Domains: domanenname.com | domanenname.it | domanenname.eu
| domanenname.us | domanenname.de

Governing Law: The laws of England and Wales \(\English Law\)

Jurisdiction: Courts of England and Wales Statutory Basis:

Arbitration Act 1996, Consumer Rights Act 2015, ICANN Dispute
Resolution Policies

1. INTRODUCTION

This Dispute Resolution Policy establishes the procedures for resolving complaints, disputes, and conflicts between Domanenname \(\CRISALEO LIMITED\) and customers. The goal is to resolve disputes fairly, transparently, and efficiently through escalating procedures.

Application:

- All services provided by Domanenname
- All customers \(\businesses and consumers\)
- Applies in addition to any statutory rights
- Cannot exclude mandatory consumer protections

Key Principles:

- Good faith in all dispute resolution efforts
- Transparency in processes and decisions
- Prompt resolution of complaints
- Fair and impartial review
- Escalation paths when local resolution fails

2. COMPLAINT CATEGORIES

2.1 Types of Disputes

Disputes handled under this policy include:

2.1.1 Service-Related Disputes

- Failure to register or renew domain as requested
- Unauthorized domain transfer or access
- Control panel functionality issues

- Billing and payment errors
- Incorrect WHOIS information
- DNS or nameserver problems
- Service downtime or outages
- Failure to meet SLA commitments

2.1.2 Billing Disputes

- Unexpected charges or billing errors
- Incorrect renewal amounts
- Currency conversion errors
- Duplicate billing
- Unrefunded cancellations
- Overpayment issues

2.1.3 Account Disputes

- Unauthorized account access
- Account suspension or termination disputes
- Data deletion complaints
- Account recovery issues
- Security breach complaints

2.1.4 Technical Support Disputes

- Inadequate support response
- Unresolved support tickets
- Support quality complaints
- Lack of escalation

2.1.5 Policy Violation Disputes

- Objections to acceptable use policy enforcement
- Domain suspension or cancellation disputes
- Terms of service disagreement
- Policy application disputes

2.1.6 Privacy & Data Protection Disputes

- GDPR compliance complaints
- Unauthorized data processing
- Data access requests
- Data deletion requests
- Privacy rights violations

2.2 Disputes NOT Covered

The following disputes use alternative procedures:

- ICANN UDRP disputes: Handled per UDRP procedures \ (Section 6\)
- Trademark disputes: Refer to UDRP or trademark authorities
- Copyright disputes: Refer to DMCA procedures or copyright authorities
- Content disputes: Refer to hosting provider or platform policies
- Registrant disputes: Between domain owner and third parties \ (not) Tj ET BT /I
- Third-party service disputes: SSL, hosting, email providers handle separately

3. INTERNAL COMPLAINT HANDLING

3.1 Raising a Complaint

To raise a complaint with Domanenname:

Step 1: Contact Support

Email: support@domanenname.com Subject Line: "COMPLAINT: [Brief Description]"

Required Information:

- Domain name \ (s\) affected
- Date \ (s\) issue occurred
- Clear description of problem
- Screenshots or logs if applicable
- Resolution sought
- Previous attempts to resolve

Step 2: Support Ticket Creation

- Support team creates formal complaint ticket
- Ticket number assigned and communicated
- Acknowledgement email sent within 4 hours
- Estimated response timeframe provided

Step 3: Initial Investigation

- First-line support reviews complaint
- Gathers relevant system logs and records
- Contacts relevant team \ (technical, billing, legal\)
- Customer contacted within 24 hours with:
 - Preliminary assessment
 - Requested additional information

- Estimated resolution timeline

3.2 Response Timeframes

By Complaint Priority:

Priority	Initial Response	Investigation	Resolution Target	
Critical	1 hour	24 hours	48 hours	High
Medium	4 hours	48 hours	5 business days	5 days
Low	10 business days	48 hours	10 days	20 business days

Critical Complaints qualify:

- Domain expiration/loss
- Account compromise
- Major service failure
- Business impact documented

3.3 Investigation Process

Domanenname investigation includes:

1. System Log Review
 - Control panel activity logs
 - Payment processing records
 - Registry communication logs
 - Support ticket history
2. Technical Analysis
 - DNS records review
 - Domain registration verification
 - Error message analysis
 - API transaction logs
3. Human Review
 - Supervisor or manager review
 - Escalation if issue involves policy interpretation
 - Consideration of all evidence
 - Legal review if applicable
4. Customer Consultation
 - Customer contacted with findings
 - Alternative explanations explored
 - Customer response opportunity
 - Fair hearing principles applied

3.4 Internal Resolution

Resolution may include:

- Explanation: Clear explanation of what occurred
- Apology: If Domanenname error identified
- Remedy: Refund, credit, or service restoration
- Prevention: Steps taken to prevent recurrence
- Documentation: Detailed written resolution

Resolution Communication:

- Sent via email with supporting documentation
- Includes explanation of decision
- References this policy and terms
- Provides escalation information if dissatisfied

3.5 First-Level Resolution Target

First-level support should resolve:

- Billing corrections
- Account access issues \ (with verification\)
- Service restoration
- Refund processing
- Simple technical problems

If unresolved, escalate to:

- Second-level technical team
- Management review
- Legal department

4. ESCALATION PROCEDURES

4.1 First-Level Escalation \ (Domanenname Management\)

Escalate if first-line support cannot resolve within target timeframe:

Contact Information:

- Email: complaints@domanenname.com
- Subject: "ESCALATION: [Ticket Number] - [Domain Name]"

Escalation Includes:

- Complete case file with all evidence
- First-line support investigation summary
- Reasons escalation necessary
- Customer's proposed resolution
- Domanenname's position on facts

Management Review Timeline:

- Receipt acknowledgement: Within 24 hours
- Investigation review: 3 business days
- Detailed response: 5 business days

Management Decision Authority:

- Can override first-line support decisions
- Can authorize compensation beyond standard SLA
- Can authorize policy exceptions \ (if reasonable) \
- Final decision unless further escalation requested

**4.2 Second-Level Escalation \ (Formal Mediation) **

If first-level escalation unresolved after 5 business days:

Request Formal Mediation:

- Email: mediation@domanenname.com
- Deadline: Must request within 30 days of original complaint

Mediation Process:

1. Neutral third-party mediator appointed
2. Both parties present evidence and arguments
3. Mediator facilitates discussion
4. Goal: Reach mutually acceptable resolution
5. Non-binding \ (either party can pursue further options) \

Mediation Costs:

- Domanenname covers mediator costs
- No cost to customer for mediation service
- Confidential process \ (mediation discussions not used in further) Tj ET BT /F

Mediation Timeline:

- Scheduled within 10 business days of request
- Completed within 20 business days
- Resolution decision within 5 business days after mediation

**4.3 Third-Level Escalation \ (Formal Proceedings) **

If mediation unsuccessful, parties may pursue:

**4.3.1 Alternative Dispute Resolution \ (ADR) **

UK ADR Providers:

- If customer requests ADR:
 - Domanenname will participate in ADR scheme
 - ADR provider to be agreed or chosen by lottery

- ADR decision binding on Domanenname \((if customer agrees\)

Available ADR Schemes:

- Ombudsman Services: for small consumer disputes
- CEDR: mediation and arbitration
- JAMS: international dispute resolution

4.3.2 English Courts

If ADR insufficient or rejected:

- Either party may pursue legal proceedings
- Jurisdiction: English courts \((as per Terms of Service\)
- Governing Law: English law
- Language: Proceedings in English

Consumer Access:

- UK consumers may pursue small claims court \((limits apply\)
- County courts for larger disputes
- High Court for complex disputes

5. MEDIATION & ADR OPTIONS

5.1 Formal Mediation Process

Domanenname commits to mediation for disputes exceeding:

- £500 in value
- Significant impact on customer service
- Complex policy interpretation
- Genuine good-faith disagreement

Mediation Process:

1. Pre-Mediation: Exchange of positions and evidence
2. Mediation Session: Mediator facilitates discussion
3. Negotiation: Private caucuses with each party
4. Resolution: Agreement drafted or decision rendered
5. Implementation: Both parties comply with decision

Mediation Advantages:

- Faster than court proceedings
- Less formal and less expensive
- Solutions can be more creative than court orders
- Preserved business relationships
- Confidentiality maintained

5.2 Formal ADR Schemes

If mediation fails, customers may access:

5.2.1 Ombudsman Services \ (UK Consumer Complaints) \

For: Consumer complaints up to £10,000 Website: <https://www.ombudsman-services.org> Process: Investigation by ombudsman, binding recommendation Cost: Free to consumers \ (Domanenname pays ombudsman fees) \

5.2.2 CEDR \ (Centre for Effective Dispute Resolution) \

For: Commercial and consumer disputes Website: <https://www.cedr.com> Options: Mediation, adjudication, or arbitration Cost: Shared or Domanenname-paid for consumers

5.2.3 JAMS \ (Judicial Arbitration and Mediation Services) \

For: International disputes Website: <https://www.jamsadr.com> Options: Arbitration or mediation Cost: Per dispute fee structure

5.3 ADR Eligibility

Domanenname participates in UK Alternative Dispute Resolution:

- EU Alternative Dispute Resolution Directive 2013/11/EU \ (as) Tj ET BT /F1 11 5
- Alternative Dispute Resolution for Consumer Disputes \ (Competent) Tj ET BT /F1 11 5
- Consumer Rights Act 2015

Consumers have right to:

- Access ADR procedures for free or minimal cost
- Non-binding mediation before formal proceedings
- Binding arbitration if agreed

6. ICANN DOMAIN DISPUTE RESOLUTION

6.1 ICANN UDRP \ (Uniform Domain Name Dispute Resolution Policy) \

For disputes about domain name registration and ownership:

When UDRP Applies:

- Complaint alleges domain registered in bad faith
- Registrant's name is confusingly similar to complainant's trademark
- Registrant has no legitimate rights or interests

- Domain used in bad faith

NOT Domanenname dispute - between domain owner and complainant

ICANN UDRP Process:

1. Complainant files complaint with ICANN UDRP provider
2. ICANN provider: eNom, ICANNLodge, or National Arbitration Forum
3. Respondent \ (domain owner\) has 20 days to respond
4. Arbitrator appointed \ (panelist reviews case\)
5. Decision rendered \ (domain transfer or retained\)
6. Limited appeal available

Domanenname's Role:

- Provide domain registration verification
- Cooperate with ICANN UDRP provider
- Transfer domain if ordered \ (no court order needed\)
- No opinion on complaint merits

6.2 ICANN UDRP Providers

Available providers: \ (Customer chooses where complaint filed\)

Provider	Website	Contact	---	---	---	eNom
https://www.enom.com	udrp@enom.com	ICANNLodge				
https://www.icannlodge.com	contact@icannlodge.com	National				
Arbitration Forum	https://www.arbitration.org					
udrp@arbitration.org						

6.3 ICANN Emergency Contact

If domain urgently compromised:

- Contact Domanenname support immediately
- Provide evidence of security compromise
- Emergency domain suspension available
- Contact ICANN abuse: abuse@icann.org

6.4 Post-UDRP Remedies

After UDRP decision:

- Domain transferred \ (if complainant wins\)
- Domain retained \ (if respondent wins\)
- Appeal limited \ (only procedural errors\)
- Litigation possible in English courts

7. CONSUMER DISPUTE RESOLUTION \ (UK\)

7.1 UK Consumer Rights

UK consumers have statutory rights including:

Consumer Rights Act 2015:

- Goods must be of satisfactory quality
- Services must be provided with reasonable care and skill
- Terms must not be unfair
- No liability cap for personal injury
- Automatic unfair term protection

Consumer Contracts Regulations 2013:

- 14-day withdrawal right \ (with exceptions\)
- Clear information requirements
- Distance selling protections

Unfair Contract Terms Act 1977:

- Exclusion of liability clauses may be unenforceable
- "Reasonableness" test applied
- Automatic unfairness for certain terms

7.2 Consumer Dispute Process

Step 1: Complaint to Domanenname

- Follow internal complaint handling \ (Section 3\)
- Reference Consumer Rights Act 2015 if applicable
- Request specific statutory remedy

Step 2: Escalation

- If unresolved within 15 business days
- Request escalation to management
- Ask for statutory compliance review

Step 3: ADR/Ombudsman

- If unresolved within 30 days
- Access Ombudsman Services
- Requires Domanenname to participate

Step 4: Court Action

- Small Claims Court \ (up to £10,000 in damages\)
- County Court \ (£10,000+)\)
- Free or low-cost advice from:
 - Citizens Advice Consumer Service
 - Consumer Rights Centre

7.3 Consumer Complaint Examples

Examples where consumer rights apply:

1. Service Quality:
 - Domain not registered as contracted
 - Support fails to meet reasonable standards
 - Charges exceed agreed price
2. Unfair Terms:
 - Liability exclusions that violate Act
 - One-sided cancellation terms
 - Unreasonable price variation terms
3. Misleading Information:
 - False advertising of services
 - Unclear terms presented
 - Hidden fees not disclosed

8. REGISTRAR PARTNER DISPUTE ESCALATION

8.1 Registry Partner Issues

When dispute involves registry partner \((OpenProvider, eNom, Ascio,) Tj ET BT /I

Escalation Path:

1. First: Domanenname escalates to registry partner \((typically) Tj ET BT /F1 1
2. Monitoring: Domanenname tracks registry partner response
3. Follow-up: Domanenname escalates if partner unresponsive
4. Escalation: ICANN complaint if partner breaches ICANN requirements

8.2 Registry Partner Accountability

Domanenname holds partners accountable for:

- ICANN compliance violations
- Data protection breaches
- Service level violations
- Unresponsive customer support

Customer Recourse:

1. Complain to Domanenname \((we escalate to partner\)
2. Contact registry partner directly
3. File ICANN complaint: compliance@icann.org

4. Pursue legal action against registry partner

8.3 ICANN Compliance Complaints

To report ICANN violations:

Contact: <https://www.icann.org/complaints> Options:

- Registrar performance complaint
- Data protection breach complaint
- Policy violation complaint
- Escalation complaint

ICANN Investigation Timeline:

- Acknowledgement: 5 business days
- Investigation: 30-60 days
- Determination: 10 business days
- Remediation or enforcement: ongoing

9. ESCALATION TO REGULATORY AUTHORITIES

9.1 Regulatory Complaints \ (UK\)

If Domanenname violates regulations, file complaints with:

9.1.1 Information Commissioner's Office \ (ICO\)

For Data Protection violations:

- Website: <https://ico.org.uk>
- Phone: 0303 123 1113
- Email: casework@ico.org.uk
- Jurisdiction: UK data protection law

9.1.2 Competition and Markets Authority \ (CMA\)

For unfair business practices:

- Website: <https://www.gov.uk/cma>
- Email: case.team@cma.org.uk
- Jurisdiction: UK consumer law, competition law

9.1.3 Trading Standards

For local consumer protection:

- Local Trading Standards office \ (find at) Tj ET BT /F1 11 Tf 1 0 0 1 72 125.8
- For local investigations and enforcement
- Powers to take legal action

9.1.4 Ofcom \(\if applicable\)

For electronic communications complaints:

- Website: <https://www.ofcom.org.uk>
- Relevant: If complaint involves communications services

9.2 EU/EEA Regulatory Complaints

If dispute involves EU/EEA customers, may escalate to:

Data Protection Authority \(\EU\):

- List of authorities:
https://edpb.ec.europa.eu/about-edpb/board/members_en
- GDPR Article 13 complaint procedures
- Cross-border complaint mechanisms

ICANN:

- Registrar accreditation complaints
- GDPR compliance monitoring
- Registrant rights violations

9.3 Regulatory Complaint Process

To file regulatory complaint:

1. Identify regulator - determine which authority has jurisdiction
2. Gather evidence - tickets, emails, logs, communications
3. Complete form - regulator provides complaint form
4. Submit - online, email, or post
5. Tracking - regulator provides reference number
6. Investigation - regulator contacts Domanenname
7. Determination - regulator shares findings
8. Enforcement - regulator may take action

10. LEGAL PROCEEDINGS

10.1 Jurisdiction

All disputes governed by English law:

- English courts have exclusive jurisdiction
- Exceptions only by mutual written agreement
- No arbitration clause \(\arbitration available but not mandatory\)

10.2 Permitted Venues

English Courts Available:

10.2.1 Small Claims Track

- Jurisdiction: Up to £10,000 in damages
- Court: County Court
- Cost: Minimal filing fees
- Representation: Parties often represent themselves
- Timeline: 4-12 months
- Free help: Citizens Advice, Consumer Service

10.2.2 Fast Track

- Jurisdiction: £10,000-£100,000
- Court: County Court or High Court
- Cost: Court fees + potential lawyer costs
- Representation: Legal representation available
- Timeline: 6-12 months

10.2.3 Multi-Track

- Jurisdiction: Above £100,000
- Court: High Court \((Complex Commercial Court)\)
- Cost: Substantial legal fees
- Representation: Typically legal representation
- Timeline: 12-24+ months

10.3 Consumer Court Protections

UK consumers using court have protections:

- No mandatory arbitration \((choice to go to court)\)
- Small claims procedure simplified
- Costs caps for consumer claims
- Free advice from Citizens Advice
- Legal aid available in limited cases

10.4 Limitation Periods

Time limits to pursue legal action:

Claim Type	Time Limit	Start Date	--- --- ---	Contract
breach	6 years	Date of breach	Negligence	6 years \((3 for) Tj ET BT /F

Date of violation	Data protection	3 years \((may extend)\)		
Date of breach	UDRP appeal	30 days	Date of decision	

Claim within time limits or lose right to sue

11. DISPUTE RESOLUTION TIMELINE SUMMARY

11.1 Typical Dispute Resolution Timeline

`` Day 1-2: Complaint submitted and acknowledged Day 3-7: Initial investigation and customer contact Day 8-15: Detailed investigation and response Day 16-20: If unresolved, escalate to management Day 21-30: Management review and determination Day 31-60: If unresolved, offer mediation Day 61-90: Mediation process and attempted resolution Day 91-120: If mediation fails, pursue ADR or court Day 120+: ADR process, arbitration, or litigation ``

11.2 Fast-Track for Critical Issues

Critical issues \((domain loss, account compromise)\):

- Day 1-2: Urgent response and investigation
- Day 3-5: Resolution or interim remedy
- Day 6-10: Final determination
- Day 11+: If disputed, proceed to mediation

12. DISPUTE RESOLUTION PRINCIPLES

12.1 Fair Resolution Commitments

Domanenname commits to:

1. Impartiality
 - Neutral decision-makers
 - No bias toward company interests
 - Fair hearing for all parties
 - Evidence-based decisions
2. Transparency
 - Clear explanations of decisions
 - Open communication throughout
 - No hidden processes
 - Published decision rationales
3. Accessibility
 - Multiple channels to raise disputes
 - No requirement for legal representation
 - Free or low-cost access
 - Language accessibility \((within reason)\)

4. Efficiency

- Timely investigation
- Quick response times
- Streamlined procedures
- Escalation to faster processes if needed

5. Fairness

- Parties heard before decision
- Evidence considered objectively
- Authority to provide remedies
- Appeal mechanisms available

12.2 Bad Faith Dispute Prevention

Domanenname may dismiss disputes if:

- Frivolous or abusive complaints
- Same issue repeatedly raised after resolution
- Complaints filed to harass or intimidate
- False evidence or misrepresentation
- Dispute already settled/adjudicated

Process for dismissal:

- Notice to customer of dismissal basis
- Opportunity to respond
- Final determination with reasoning
- Appeal mechanism available

13. CONFIDENTIALITY & PRIVACY

13.1 Dispute Confidentiality

Dispute resolution is confidential:

- Documents not publicly disclosed
- Decisions not published \ (unless court case\)
- Communications remain private
- Mediation discussions confidential
- Information shared only with necessary parties

Exceptions:

- Legal obligation \ (court order, regulatory requirement\)
- Enforcement of decision
- Internal business records
- Dispute resolution program statistics \ (anonymized\)

13.2 Personal Data in Disputes

Personal data handled per Privacy Policy:

- Data Protection Act 2018 compliance
- UK GDPR compliance
- CCPA compliance \((if applicable)\)
- Data minimization principles
- Purpose limitation

Customer rights during dispute:

- Access to own data in dispute file
- Correction of inaccurate data
- Deletion after dispute resolved
- Portability in requested format

14. CONTACT INFORMATION FOR DISPUTE RESOLUTION

14.1 Where to Submit Disputes

By Priority Level:

Issue	Contact	Response Time	Priority
complaints@domanenname.com	24 hours	Management escalation	Critical \((domain) Tj ET BT
management@domanenname.com	5 business days	Mediation request	
mediation@domanenname.com	10 business days	Legal inquiry	
legal@domanenname.com	5 business days		

14.2 Support Contact Details

Email: support@domanenname.com Support Portal:

<https://support.domanenname.com> Complaint Form:

<https://domanenname.com/dispute-resolution> Company Address: 7 Bell

Yard, London, England, WC2A 2JR Phone: +44 [Phone Number] \((available) Tj ET BT

14.3 External Dispute Resources

Regulatory Bodies:

- UK Information Commissioner's Office: <https://ico.org.uk> \((0303 123) Tj ET BT
- ICANN Complaints: <https://www.icann.org/complaints>
- Citizens Advice Consumer Service:
<https://www.citizensadvice.org.uk>
- Trading Standards: <https://www.tradingstandards.uk>

Mediation Services:

- Ombudsman Services: <https://www.ombudsman-services.org>
- CEDR: <https://www.cedr.com>
- JAMS: <https://www.jamsadr.com>

15. DOCUMENT REFERENCES

Related Documents:

- 01_TERMS_OF_SERVICE.md
- 02_PRIVACY_POLICY.md
- 03_REFUND_CANCELLATION_POLICY.md
- 04_ACCEPTABLE_USE_POLICY.md
- 05_DATA_PROCESSING_AGREEMENT.md
- 06_REGISTRAR_AGREEMENT.md
- 07_COOKIE_POLICY.md
- 08_SERVICE_LEVEL_AGREEMENT.md

External References:

- ICANN Dispute Resolution Policy:
<https://www.icann.org/resources/pages/help/udrp>
- Consumer Rights Act 2015:
<https://www.legislation.gov.uk/ukpga/2015/15>
- Arbitration Act 1996: <https://www.legislation.gov.uk/ukpga/1996/23>
- Data Protection Act 2018:
<https://www.legislation.gov.uk/ukpga/2018/12>

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