

Complaints Policy

Effective Date: [Date]

1. Our Commitment

VRCDN is committed to providing a reliable, high-performance content delivery network and hosting platform. We value our customers and aim to resolve any issues with our infrastructure or services quickly and efficiently.

We recognise that things can occasionally go wrong. When they do, we want to resolve them fairly and improve our service to prevent them from happening again.

2. Scope of this Policy

It is important to distinguish between a **Service Complaint** and an **Abuse Report**.

2.1 Service Complaints (Covered by this policy)

This policy applies to **registered customers** of VRCDN regarding:

- Technical service failures (e.g., unexpected downtime, latency issues).
- Billing and account disputes.
- Staff conduct or customer support interactions.

2.2 Abuse & Content Reports (NOT covered by this policy)

This policy does **not** cover reports regarding content hosted on our network by third parties (e.g., copyright infringement, illegal content, malware, or offensive material).

- **Copyright/DMCA:** Please submit these via email takedown@vrcdn.live
- **Abuse/Illegal Content:** Please report these via email abuse@vrcdn.live

3. How to Make a Service Complaint

If you are a customer and wish to complain about our services, please contact us using one of the following methods:

- **Support Ticket (Preferred):** Open a ticket via the dashboard with the subject line "Formal Complaint".
- **Email:** support@vrcdn.live

Please provide your **Account ID/Username**, relevant **Ticket Numbers**, and a clear description of the issue, including why you feel the matter has not been resolved during normal support interactions.

4. The Complaints Process

Stage 1: Informal Resolution (Support Level)

Most issues can be resolved quickly by our support team. If you are dissatisfied with a response, please ask for the ticket to be escalated to a Senior Support Engineer or Team Lead. We aim to resolve informal issues within **3 working days**.

Stage 2: Formal Investigation (Management Level)

If you remain dissatisfied after the informal stage, you may request a Formal Investigation.

1. **Acknowledgment:** We will acknowledge your formal complaint via email within **3 working days** of receipt.
2. **Investigation:** A member not previously involved in the specific incident will review the technical logs, communication history, and account details.
3. **Response:** We aim to provide a full written response within **14 working days**. This response will outline our findings and, if applicable, our offer to resolve the matter (e.g., service credit, refund, or explanation of technical constraints).

If complex technical forensics are required, we may need to extend this timeline. We will inform you if this is the case.

Stage 3: Final Review (Director Level)

If you are not satisfied with the Stage 2 outcome, you may appeal in writing to the Company Directors within **14 days** of receiving our response.

The Directors will review the case to ensure process adherence and fairness. You will receive a **Final Deadlock Letter** within **14 days** of your appeal, confirming our final position on the matter.

5. Alternative Dispute Resolution (ADR)

If we are unable to resolve your complaint and have issued a "Deadlock Letter," UK law requires us to signpost you to an authorized Alternative Dispute Resolution (ADR) provider.

- **Competent Authority:** The Chartered Trading Standards Institute (CTSI) lists certified ADR providers, such as **The Retail Ombudsman** or **CEDR**.
- **Our Position:** As VRCDN is a B2B infrastructure provider, we are **not** currently subscribed to an ADR scheme and are **not willing** to submit to an ADR procedure. We aim to resolve all disputes directly with our clients or through standard legal channels if necessary.

6. Confidentiality & Data Protection

All complaints are handled in strict confidence and in accordance with the Data Protection Act 2018 (UK GDPR). Personal data collected during the complaints process is used solely for the purpose of investigating and resolving the complaint and for internal service improvement.