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How to make a complaint and how we handle it

Support & Account

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How to make a complaint and how we handle it

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Not everything goes well. When it does not, we want to know - and we want to hear it **from you**, rather than on social media or through a customer who left without saying anything.

A well-made complaint gets resolved faster. This article tells you where to raise it, what to include, and what happens next.

Where to raise it

1. Sign in to **My Interweb** and open a support request.
2. Put the word **Complaint** in the subject, followed by what it concerns. That is what takes it out of the normal queue.
3. If the complaint is about a request that already exists, **reply on that same request** instead of opening another - that keeps the whole history in one place.

Prefer a support request over chat or phone.
This is not bureaucracy: a written request is recorded with a date, tied to your account, and nobody has to remember what was said. How it works: **opening a support request and seeing the history**.

What to include - and what does not help

The more concrete it is, the faster it resolves. What genuinely helps:

Include	Why
What happened	The facts, in the order they happened

Include	Why
When	Date and approximate time. Without it we cannot search the logs
Which service	The domain or plan involved. Most customers have several
What you expected	What should have happened, as you read it. Sometimes that is where the gap is
Evidence	Screenshots, invoice numbers, numbers of earlier requests

What does not help is a complaint that only says “this does not work” or “terrible service”. Not because it is blunt - blunt is fair - but because it gives us nowhere to start.

What we do next

1. **We confirm we received it** and tell you who is handling it.
2. **We investigate** - server logs, account history, what was said before.
3. **We answer with what we found**, even when the conclusion does not flatter us. If the mistake was ours, we say so.
4. **We fix what needs fixing** and tell you what changes so it does not happen again.

If you are not satisfied with the answer

Ask for **escalation** in the same request. You do not need to find anyone’s name or hunt for another address: just write that you want the matter reviewed by a manager, and it is.

> **Billing complaints take the same route.**
> Amounts, duplicate charges or refunds also come in as a support request, with the **invoice number**. How payment itself works is in **how to pay your invoice**.

What is outside our reach

Some things do not depend on us - CIUEM’s timelines, a bank’s decision on a payment, or a fault at the internet provider of whoever is visiting. We will still explain what is going on and help where we can, but we will not promise you what we do not control. Where we draw that line is in **how far our support goes**.

NEED A HAND?

Something went wrong? Tell us - we would rather know.

Raise a complaint →

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