

Reference / CID:

Domain Name, if applicable:

Company Name:

Contact Name:

Contact Phone Number:

Email Address:

Please complete the following sections as thoroughly as possible. Your complaint will still be fully considered even if all of the information is not included however the resolution may be delayed and we may need to contact you further regarding the matter.

Please give details of your complaint or comment

Have you previously raised your complaint / comment with the department that provides the service?

Yes

No

If appropriate, please confirm the person, and/or department, you are complaining about and what it is you consider they did wrong

Please give details of how you have been affected by this issue?

What do you suggest Freestart do to resolve the issue?

Freestart always aim to achieve the highest possible standards in every area of our business and particularly in dealing with our customers. We aim to respond to all complaints within 10 working days.