

Domain Related Complaints Procedure

**Binary Star Support Line:**  
**T: 0116 242 7000 (Monday to Friday - 9am to 5pm)**  
**F: 0116 2427001**

**Mail to: Customer Support Team, Binary Star Ltd, Unit 5a, 72 Bradgate Street, Leicester, LE4 0AW**

Here at Binary Star Ltd, we like to think we get it right all the time, every time but the truth of it is everyone gets it wrong from time to time. We can only improve on our services with valid feedback from you, our customers.

If you wish to make a complaint about a service you have received, please submit an email to us at [support@binarystar.co.uk](mailto:support@binarystar.co.uk) including as much detail from the issue you have. We will acknowledge your complaint within 1 business day and aim to resolve any issues within 5 business days.

If you're not happy with the initial outcome of your complaint, than please feel free to escalate your issue to Nominet (the .uk registry) here: <http://www.nominet.org.uk/disputes/complaining-about-registrar/complaints-procedure>

OUR PARTNERS

**Microsoft**



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