

ISL is committed to providing the highest standard of customer service to all our customers. However, in the unlikely event of a problem or complaint, we will do everything possible to ensure it is dealt with quickly and fairly.

Not a ISL customer?

If you are not a ISL customer and have a complaint relating to any third party (for example relating to the content of a website hosted by a ISL customer). Our customer support agents will be unable to assist you directly.

Please send details of your issue or query to our misuse team abuse@isl.com

Submitting a complaint via the website

You can raise a complaint via the 'Contact Us' form available via the Contact Us link: http://www.isl.com/contact_us.php

Step 1:

Complete the form at; http://www.isl.com/contact_us.php

You should expect to receive a response to your query within five working days of us receiving your correspondence.

Step 2:

In the section of the form marked 'Message' please include details of your complaint, to enable us to deal with your complaint more effectively, please provide as much detail as possible, please also include a daytime contact number in your request, as one of our Managers will need to contact you to discuss your complaint.

Step 3:

Click on the 'Submit' button, which will submit your complaint.

By Telephone

Please contact us on 01582 714080 and speak to someone from the department you feel is most relevant to your complaint, technical support, billing, sales etc. If our Support agents are unable to resolve your complaint, they will refer your complaint directly to their manager. Upon receipt of your complaint, the relevant manager will investigate the complaint and contact you directly, alternatively we may arrange for one of our Customer Relations Managers to contact you if the departmental manager is not readily available.

In writing

We can also be contacted in writing at the address below:

Internal Systems Ltd

Customer Care

Jansel House

Hitchin Road

LU2 7XH

United Kingdom

Please include your account number and as much detail as possible in your request, so we can fully investigate your concerns before contacting you.

If we don't resolve your concerns first time

If you feel we have been unfair or unreasonable in addressing your concerns, you can ask for your complaint to be referred to our Customer Service Manager for further review.