



COMPLAINING ABOUT RIELA CYBER

When you have a complaint about Riela Cyber, your first port of call should be our Customer Service Team. You can contact them on +(44)1624 612 158 or complaints@riela-cyber.com. If you do not feel they have resolved the issue, ask for your complaint to be taken to the Managing Director.

If you would rather post us your complaint, the address is:

Complaints Department
Riela Cyber Security Centre Limited
Euromanx House
Ballasalla
Isle of Man
IM9 2AP

OUR NEXT STEPS

We will acknowledge your complaint within two working days of receiving it. We will then investigate the issue and aim to respond within 10 working days. If it requires a longer investigation, we will get in touch within those 10 working days to let you know when you can expect us to respond.

If we do not hear from you again within 20 days of our response, then we will consider the matter resolved. We keep all complaints on file to help us monitor the numbers and types of complaints we receive and, where needed, make changes to our systems and services in response to your feedback.

TAKING YOUR COMPLAINT FURTHER

You might feel that the response you received from our Complaints department did not resolve your complaint. In which case, you should escalate it to our Managing Director.

When making an escalated complaint, please make sure you include full details of your complaint, including the reasons why you are not happy with how we have dealt with it so far. All complaints to our Managing Director should be made in writing and emailed to info@riela-cyber.com.



They should include the following information:

- Your name and contact details and tag/account information if appropriate
- The domain name(s) concerned (if appropriate)
- A clear description of your concern or complaint
- What steps you would like us to take to resolve the issue

Please also remember to write 'Complaint' clearly in the subject line of your email. We will acknowledge your complaint within two working days and come back to you with our final response within 10 working days. If we think it will take longer than this to investigate it properly, we will get in touch within these 10 working days to let you know when you'll get our final response.

If the subject matter of your complaint is covered by one of our regulatory bodies, then that body's complaints escalation process will be available should you remain unsatisfied with our response, and we will be happy to escalate on your behalf or otherwise assist.

OUR COMMITMENT TO OUR STAFF

We provide our customers with the best service possible. And we are also committed to providing our staff with a safe and appropriate working environment. They have the right to be treated with respect and courtesy. We will not accept instances of verbal, written or physical harassment or abuse of our staff.

If our staff are subjected to unacceptable actions or communications, we reserve the right to restrict or refuse access to our services (e.g. we may ask you to only correspond with us in writing or via a specific contact).

Have a suggestion or comment, rather than a complaint?

We always welcome feedback on any aspect of our policy, procedures, or services – it helps us to see where we could do things differently. Please send any comments or suggestions to info@riela-cyber.com – these will be passed on to the department or project team as soon as possible.



APPEALS REGARDING MARKING DECISIONS: CYBER ESSENTIALS, CYBER ESSENTIALS PLUS, OR IASME AUDITED ASSESSMENTS

Appeals under this process are restricted to clients who have failed one of the following assessments - Cyber Essentials, Cyber Essentials Plus, IASME Audited Assessment and may have queries about how their answers were marked/validated by their Assessor. Alternatively, Clients may have a query about the decision of the moderator regarding an assessment.

Clients wishing to appeal must do so within 14 days of receiving the CB's assessment decision which is in dispute and are advised to keep copies of all documents relating to the appeal.

Definitions

- CB (Certifying Body)
- Client (organisation applying for certification)
- Assessor (assessor employed by Certifying Body)
- Assessment Report (IASME governance assessment report)
- Certification (IASME Governance Standard certificate – Gold, Silver, Bronze)

Stage 1

In the first instance, the CB staff will attempt to answer these questions directly and to resolve the issues identified. The CB staff will liaise with the client and the Assessor or Moderator to understand the rationale behind any marking and to explain this to the client. In the majority of cases, this will be sufficient to resolve any queries.

Stage 2

If the client (or CB) remains dissatisfied, the following escalation process will be observed.

1. Details of the issue will be sent to IASME's CEO by email from the CB with the client copied in. Alternatively, the client may write to IASME's CEO directly explaining the issue.
2. The appeal will be acknowledged by IASME within 2 working days.
3. IASME Complaints & Appeals against marking decisions policy will then be followed.



OBJECTING TO WEBSITE CONTENT

If you are concerned about the content or use of a website, you should follow the four steps below to make your complaint:

Step 1 – Contact the person or organisation that registered the website

Use a WHOIS tool to find the registrant's name and address to complain directly to them.

Step 2 – Contact the registrant's agent or website host

If you are not happy with the response from the registrant, contact their registrar. The registrar will often be the website host too, or if not, may have alternative means of contacting the registrant.

Step 3 – What to do if they have concealed their identity

If you think the registrant name and address listed in the WHOIS is not detailed enough, or is wrong, please let us know. If they are a non-trading registrant, they may have opted out of including their address in the WHOIS.

If you're not satisfied with the response you get from the website owner or host, one of the following authorities may be able to help you more (although they may not be able to if the owner or host is based outside the UK):

- [Advertising Standards Authority](#)
- [Citizens Advice Service](#)
- [Consumerline \(N. Ireland\)](#)
- [Information Commissioner's Office](#)
- [Internet Service Providers' Association \(ISPA\)](#)
- [Internet Watch Foundation](#)
- [Trading Standards Institute](#)
- [The Competition and Markets Authority \(CMA\)](#)



DOMAIN NAMES USED IN CONNECTION WITH CRIMINAL ACTIVITY

At this current time we do not have the authority to delete or suspend a domain name except where specified in our registration terms and conditions. This agreement does expressly prohibit any domains being used for any unlawful purpose. If you believe that you have discovered a domain that is being used for an unlawful purpose, we recommend that you follow one of these steps:

1. Contact the registrar associated with the domain. You can find the registrar for domains by performing a WHOIS search.
2. Contact the police. If you believe that the activities on the domain are so serious that it is urgent to get it shut down, you should contact the police. We can suspend a domain name when alerted to its use for criminal activity by the police or other law enforcement agencies. You should report the domain to Action Fraud, the UK's national fraud and internet crime reporting centre at <http://www.actionfraud.police.uk/>. You may at the same time consider whether to inform the domain name holder that you have contacted the police.
3. Interim court order. If it is very urgent to get the domain name shut down, it is possible to get an interim court order. This is a legal action which is used to avoid damages or inconvenience until a legally binding court decision is made, something that usually takes a long time. If the website is operating illegally, we strongly recommend that you contact the police in these cases too.

If you have any other questions or need further advice please email info@riela-cyber.com.