

Complaints Escalation

Marsden Cloud 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 Marsden Cloud customer?

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

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

In writing

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

Marsden Cloud Customer Care
24 Eltham Court
Leeds
West Yorkshire
LS6 2TP
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 Senior Management for further review.