

Thinking Fish

Abuse, Illegal & Complaint Reporting

Thinking Fish is committed to the advancement and expansion of the Internet by proactively investigating complaints of abuse and illegal activity of any of Thinking Fish's customers. Our security and abuse process is simple and aims to respond to all complaints within a reasonable time-frame.

(1) How to File a Complaint or Report Abuse

Reporting into one of three categories - Compliant, Abuse, or Authorities. Please provide your name, address, telephone, email and description of the issue, including domain name(s) to the respective contact below.

Complaints or Abuse

Email abuse@thinking.fish

Tel +44 20 7100 2222

Mail Abuse, Thinking Fish, 4.01 The Tea Building,
56 Shoreditch High Street, London, E1 6JJ

Authorities - Law enforcement, consumer protection, quasi-governmental or other similar authorities

These reports must also include organisation name, phone number to the organisation's head or regional office, address of the organisation and the jurisdiction of the organisation in order to verify the validity of the organisations authority

Email legal@thinking.fish

Tel +44 20 7100 2222

Mail Legal, Thinking Fish, 4.01 The Tea Building,
56 Shoreditch High Street, London, E1 6JJ

(2) Report Processing

All reported complaints and abuses will be acknowledged through email by our support staff. And the goal is to resolve any single complaint or abuse within ten (10) business days. If more time is required to resolve an issue, our support staff will inform you of the expected time-frame to resolution.

Authorities reporting abuse must first have their provided credentials verified. And upon successful verification, a response will be made to the authorities by the most appropriate individual the support team. Resolution of reported abuse by the authorities will depend on the scope and complexity of the investigation required.

(3) Reopening or Appealing Responses

Responses to reported complaints and abuses that are resolved in a satisfactory manner will be closed within 48 hours of a non-response from the complainant. If the response is not satisfactory, simply respond with additional information or detail that will allow for further investigation of the issue.