

Digital Commons Cooperative - if things go wrong

In general

We hope that you find the experience of using DCC products and services to be helpful and supportive of your work. We strive to ensure all our products function well and fulfill their purposes.

If you need support in using our services, or if you think you've found a bug, please email:

For LandExplorer - landexplorer@digitalcommons.coop

For MykoMaps - hello@digitalcommons.coop

For Twine - twine@digitalcommons.coop

If you need to make a complaint about a specific product

However we know that things sometimes go wrong. We are a small team with limited resources, and the aims, limitations and uses of our products and services are set out in our Terms of Use - please consult these before making a formal complaint.

In the first instance, if you'd like to register a problem, or make a complaint, please email:

For LandExplorer - landexplorer@digitalcommons.coop

For MykoMaps - hello@digitalcommons.coop

For Twine - twine@digitalcommons.coop

And include as much information as possible about what has gone wrong. We will aim to get back to you within 7 working days with a response suggesting a potential way forward.

For General Complaints/Problems

If your complaint or problem is not specifically about one of our services, please email hello@digitalcommons.coop including as much information as possible and we will aim to get back to you within 7 working days with a response suggesting a potential way forward.

We will log all complaints and our response to them on our password protected shared drive.

Escalating complaints

We hope that we will be able to find a mutually beneficial solution to any complaint and would always aim to resolve complaints informally. However if you are not satisfied with our response you can email hello@digitalcommons.coop within 7 days of our response. Depending on the nature of the complaint we will either escalate the matter to one of our directors who will arbitrate in the matter, or appoint an independent mediator to support us to reach a resolution.