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Dispute Resolution Service Policy and Procedure

What is the Policy?

The Dispute Resolution Service is part of the contract of registration for .uk domain names and is based on a set of binding rules. The rules which explain the principles of the system are called the "[Policy](#)".

What is the Procedure?

The DRS [Procedure](#) sets out more detailed rules about the operation of the DRS. It sets out what we and the parties to the dispute must follow as the dispute progresses.

For an overview of the service download our [DRS Booklet \(pdf\)](#).

Who should read the Policy and Procedure?

All registrants of .uk domain names are encouraged to read the Policy and Procedure, as it affects them. You should also read the Policy if you are involved in a DRS dispute, or thinking or starting one, as it explains what you need to prove (or disprove) to succeed. The Procedure explains what documents you need to send and the timescales for doing it.

The DRS is a formal process with strict timescales so you should be sure you understand them before getting involved.

Can I have a copy? Where is it?

Current versions of the [Policy](#) and [Procedure](#) are available.

Have these versions always applied?

Version 1 of the [Policy](#) and [Procedure](#) applied from September 2001 to October 2004

Version 2 of the [Policy](#) and [Procedure](#) applied from October 2004 to July 2008

Related contacts

Contact the DRS team

Telephone: 01865 332211

Email: drs@nominet.org.uk

More pages

- [Summary of Policy and Procedure changes](#)

If you need any more advice, request a call back and discuss your query with one of our advisors. [Request call back](#) >

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