

**Effective Date:** 07 November 2024  
**Last Review:** 07 November 2024

“Elite” is made up of different legal entities (including Elite Group Limited, Elite Limited and Elite Hosting Limited).

Elite’s registered address is:  
8 Acorn Business Centre  
Northarbour Road  
Portsmouth  
PO6 3TH

Telephone: 0330 122 0300  
Email: [helpdesk@elite.uk](mailto:helpdesk@elite.uk)

This Code of Practice describes the products and services, which we supply for our customers, and contains information regarding the services and their provision. It gives information on how to contact us regarding any of our services and our disputes procedure.

Elite aims to provide a high standard of customer service and to deal with any complaints in a fair and transparent manner. Below you will find the details of how to lodge a complaint if you feel we have failed to meet the standards that you, as the customer, expect.

## Pricing Information

Pricing for services is obtainable from your Account Manager.

Some of the services offered by Elite can be purchased through our online ordering service. Others require completion of forms, which our Sales Team will take you through and ensure speedy dispatch of relevant paperwork. Any data collected during the ordering process will only be used by Elite for the provision of the service required, billing and contact purposes.

To contact the Sales Team with enquiries regarding any of the above services please phone: 0330 122 0300 or email: [helpdesk@elite.uk](mailto:helpdesk@elite.uk)

## Customer Service Contact Details

Elite provides a Technical Support Helpline 24 hours a day 7 days a week which can be accessed through our portal or alternatively by phone: 0330 122 0300. All correspondence will be replied to as soon as possible but at the latest within 24 working hours of receipt.

Any problems that are due to conditions outside our control (circuits not owned or managed by Elite) may take longer to rectify, however, we will do everything we can to keep you updated and to liaise with the necessary companies to ensure that faults are fixed within the shortest possible time.

Our Sales and Accounts personnel can be contacted Monday to Friday between the hours of 09.00 to 17.00 by email: [helpdesk@elite.uk](mailto:helpdesk@elite.uk) or alternatively by phone: 0330 122 0300

## Complaints Procedure

If you should have cause to complain about any services supplied by Elite, please contact your dedicated Account Manager or any member of the Customer Service or Sales Team on 0330 122 0300, or alternatively in writing to the registered address listed above. If this does not resolve your dispute, then please address your complaint to:

The Complaints Manager  
Elite  
8 Acorn Business Centre  
Northharbour Road  
Portsmouth  
PO6 3TH

Elite will address all complaints within 5 working days and will provide an explanation or an update with regards to the problem as appropriate. We will keep you informed at all times of our progress with regards to the matter and aim to close all complaints with two weeks of them first being raised.

## Dispute Resolution

If we are unable to resolve your complaint satisfactorily, we will issue a “deadlock” letter so that you may make a complaint through the Communications Ombudsman, an independent Alternative Dispute Resolution Scheme (ADR). You are also able to raise a case if we can’t come to a satisfactory resolution within eight-weeks. We can provide you with details of this service. Alternatively, if more than eight-weeks have passed since you first made your complaint, please contact the ADR scheme directly:

Communications Ombudsman  
P.O. Box 730  
Warrington  
WA4 6WU

Telephone: 0330 440 1614

Email: [enquiry@commsombudsman.org](mailto:enquiry@commsombudsman.org)

Web Site: <https://www.commsombudsman.org/contact-us>

## Guidance

Before you can submit a complaint to the Communications Ombudsman, you should have:

- Logged a formal complaint with us.
- Worked with us to resolve the complaint.
- Received a deadlock letter or not received a satisfactory resolution after 8 weeks.
- Gathered any evidence you have.
- This Code of Practice is published on our website. Additional copies are available on request and free of charge to any domestic and small business customer.

This document is reviewed at regular intervals as required by the regulator. On review, the latest version will immediately be published and will be available on our website.