

# EliteCalls

## Complaints Handling and Dispute Resolution Code of Practice

### Introduction and Services

EliteCalls is a telecommunication service provider, offering line rental, network features, calls and Broadband.

Customer may purchase EliteCalls' products by contacting us using the below contact details.

### Contact Details

EliteCalls' Head Office is located at:

Universal House  
Longley Lane  
Manchester  
M22 4SY

Telephone Number: 0844 576 2560

Facsimile Number: 0844 576 2561

E-mail: [enquiries@elitecalls.com](mailto:enquiries@elitecalls.com)

Website: [www.elitecalls.com](http://www.elitecalls.com)

### Status of Code

This code is designed to clarify EliteCalls' position for the benefit of its customers. EliteCalls fully complies with the provisions of this code under the guidelines and regulations applied by OFCOM, the communication regulator, under General Condition 14. The provisions of this code only apply to customers, as defined within the Communications Act 2003 (i.e. domestic and small businesses with less than 10 employees), and does not apply to all businesses.

### Pricing Information

All customers are provided with key pricing information and the appropriate package terms and conditions at the point of sale. Full pricing information is available to view and download on the EliteCalls website, located at [www.elitecalls.com](http://www.elitecalls.com). The appropriate package terms and conditions are available by request by either visiting our website or by contacting our customer service department.

### Contract Conditions

The EliteCalls contracts are set out in a format, which provides an overview of the contract and general terms of supply. The below features appear clearly on the contract:

- Contact details for the Company
- Minimum period of supply
- Features of service, including charges for local and national calls, key discounts off BT standard business rates, and reference to pricing sheets
- Payment terms
- Termination procedures and fees, which may be applicable
- Customer Service opening hours

All customers are provided with applicable terms and conditions at the point of sale.

EliteCalls offers all customers with 10 or fewer employees, a consolidation period. All customers are made aware of this period. No cost will be applied for accepted cancellations during this period. Request for cancellation should be made by telephone to the customer service department on 0844 576 2560, by writing to Customer Services, EliteCalls, Universal House, Longley Lane, Manchester, M22 4SY, by facsimile to 0844 576 2561 or by email to [enquiries@elitecalls.com](mailto:enquiries@elitecalls.com).

Cancellation requests outside of this period will be referred to the terms and conditions, of the customers' contract. A copy of the terms and conditions are available on the EliteCalls website or by contacting our customer service department on 0844 576 2560. This ensures that the customer is provided with the correct terms and conditions which are applicable to the agreement entered into and provided at the point of sale or shortly afterwards.

### **Complaint Handling Process**

Any customer complaints relating to our service should be made in the first instance in writing to Samantha McSporran, Compliance Supervisor, EliteCalls, Universal House, Longley Lane, Manchester, M22 4SY or by emailing [compliance@elitecalls.com](mailto:compliance@elitecalls.com) or by telephoning 0161 946 4826. An internal investigation will be conducted and we aim to provide a resolution to the customer within 28 days. If the customer believes that their complaint has not been dealt with satisfactorily then they should then write to Emma Shaw, Head of Compliance, EliteCalls, Universal House, Longley Lane, Manchester, M22 4SY. The Head of Compliance will endeavour to provide a resolution to the customer within 28 days.

The company will investigate all complaints and take appropriate action to resolve any complaint. Appropriate disciplinary action will be taken against any employee who has an upheld complaint made against them. A permanent record of the complaint will be held.

### **Complaint Acceptance**

A record of the complaint, together with all subsequent activity, will be entered onto the appropriate customer database within the comments field.

The immediate enquiry handler (the employee who makes first contact with the source) will attempt to resolve the complaint. If the handler is not able to successfully resolve the complaint, the relevant information will then be passed to the appropriate department.

Unresolved enquiries will be transferred to the compliance department.

### **Complaint Investigation**

The compliance department will investigate all complaints and collate all relevant evidence. This may involve speaking to the customer to document the course of events that led to the complaint. Independently, employees may be asked for their versions of events.

The compliance department will complete their investigation and present a report to the Managing Director.

They will also relay the decision of the how the complaint is to be resolved to the customer and provide details of how to escalate the complaint if the customer is not satisfied, if appropriate.

### **Disciplinary Action**

The Managing Director after considering the compliance department's report, and taking further advice where required, will impose disciplinary action against employees, if appropriate. This action may include:

- Re-training
- Verbal warning
- Written warning
- Termination of employment

Previous complaint history will be taken into account.

### **Complaint Resolution**

The Company aims to resolve all complaints to the satisfaction of the customer. This must be balanced against an obligation to the employee to be treated fairly and to the commercial reality of the customer's contractual obligation.

If the customer is not satisfied a further course of action will be advised.

Compensation will be considered where appropriate, if genuine fault can be established.

### **Alternative Dispute Resolution Procedure**

If we have not resolved the complaint to the customer's satisfaction after 8 weeks or if the customer has received a letter from us saying that the complaint has reached "deadlock", the customer may make a complaint through Otelo, an independent alternative dispute resolution scheme whose contact details are as follows:

OTELO  
P O Box 730  
Warrington  
WA4 6WU  
Telephone: 0845 050 1614  
01925 430 049  
Facsimile: 0845 060 1615  
Email: enquiries@otelo.org.uk  
Website: www.otelo.org.uk

### **Additional Information**

This Code has been approved by Ofcom for the purposes of section 52 of the Communications Act 2003. This code is available via the company internal intranet and is available on the company's website. The code is also available in standard and large type to customers upon request, free of charge, by contacting the customer service department on 0844 576 2560.