ELEXAAR

Customer Complaints Code of Practice

How to raise a complaint, how our UK engineering and support team investigates it, and how we put things right.

Applies to: Residential **Version:** 1.0 • **Effective:** 15 November 2026

Our Commitment: At Elexaar, we aim to deliver reliable full-fibre connectivity and direct, engineer-led support from day one. If something goes wrong or you are unhappy with any part of our service, billing, or installation, this Code sets out a clear, free, and fair process to resolve your concern—compliant with Ofcom General Condition C4.

1. How to Make a Complaint

You can raise a complaint with us free of charge using whichever contact method is easiest for you. Please include your **Elexaar Account ID**, your **service address or postcode**, and a brief summary of what happened and how you would like us to put it right.

Contact Channel	Details	Response Target
Elexaar Client Portal *(Fastest Method)*	Log in at **https://portal.elexaar.com/login** and open a ticket marked *Formal Complaint*.	Acknowledged within 1 working day (Mon–Fri, 09:00–17:00).
Email	Send your complaint details to **support@elexaar.com** with "Complaint" in the subject line.	Acknowledged within 1 working day (Mon–Fri, 09:00–17:00).
Post	Customer Complaints Team, Elexaar Limited, 20 Wenlock Road, London, N1 7GU.	Acknowledged within 3 working days of receipt.
Relay UK / Accessible Formats	Customers with hearing or speech impairments can contact us via Relay UK or request large-print, digital, or audio copies of this Code free of charge.	Prioritised handling under our Vulnerability Policy.

2. How We Investigate & Resolve Complaints

Every complaint is logged with a unique ticket reference number so you can track progress at any time in your Elexaar Client Portal.

Stage 1: Initial Assessment & Immediate Resolution

A UK-based support specialist or network engineer will review your ticket, run line diagnostics where relevant, and aim to resolve your issue at first contact. If further investigation or Openreach wholesale coordination is needed, we will tell you what action we are taking and when you will next hear from us.

Stage 2: Management Escalation & Review

If you are not satisfied with our initial response, you can ask for your complaint to be escalated at any time by replying to your ticket or emailing **support@elexaar.com**. A senior manager will carry out an independent review of your case and provide a clear written update.

Stage 3: Final Resolution & 6-Week Target

We aim to resolve all complaints internally within **6 weeks**. Once we agree a solution with you—or explain our final position—we will confirm the outcome in writing. If we have been unable to reach you after reasonable attempts, we may close the complaint, but you can reopen it at any time within 28 days if you still need help.

3. Independent Alternative Dispute Resolution (ADR)

If we are unable to resolve your complaint to your satisfaction within **8 weeks** of you first raising it—or if we reach a point where there is nothing further we can do and issue you with a written **Deadlock Letter** earlier—you have the right to refer your complaint free of charge to an independent, Ofcom-approved Alternative Dispute Resolution (ADR) scheme.

The Communications Ombudsman

Elexaar Limited is a registered member of **The Communications Ombudsman**, which provides a free, impartial adjudication service for residential customers and small businesses (with up to 10 employees). You must refer your dispute within **12 months** of receiving a Deadlock Letter from us.

- **Website:** www.commsombudsman.org
- **Telephone:** 0330 440 1614 (Textphone: 0330 440 1600)
- **Post:** The Communications Ombudsman, P.O. Box 730, Warrington, WA4 6WU

4. Additional Independent Advice & Regulatory Contacts

- **Ofcom (UK Communications Regulator):** Monitors compliance with the General Conditions of Entitlement. Visit **www.ofcom.org.uk** or call **0300 123 3333**.
- **Citizens Advice:** Free, independent guidance on consumer rights. Visit **www.citizensadvice.org.uk** or call **0808 223 1133** (England & Wales) or **0800 028 1456** (Scotland).
- **Information Commissioner's Office (ICO):** Independent UK data protection authority. Visit **www.ico.org.uk** or call **0303 123 1113**.

Need an Accessible or Paper Copy? Please contact us via the Elexaar Client Portal or email **support@elexaar.com** if you would like a free printed copy of this Complaints Code of Practice, or an accessible digital, large-print, or audio version.

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