



Insite Energy Limited
Studio 4, Stuart House
St John's Street,
Peterborough
PE1 5DD

Complaints policy & procedure

We, Insite Energy, will always aim to do our best, but unfortunately there may be times when things go wrong. If you have a complaint about any part of our service, we are committed to dealing with your issue as well as building improvements into our policies, processes, and procedures.

How and where to make a complaint

If you are not satisfied with any aspect of our service, you can tell us about your complaint in the following ways:

By telephone – call us on 0345 872 9600 during our office hours.

Your call may be recorded and/or monitored for quality assurance and company purposes. Mobile and other providers charges may vary.

By email – send an email complaints@insite-energy.co.uk

In writing – write to us at the following address:

Insite Energy
Studio 4, Stuart House
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Our customer services team are available weekdays 9am-8:30pm, and Saturdays 9am-5:30pm. We are closed on Sundays and bank holidays.

Step-by-step complaints procedure

If you're not completely happy with our service we'd like to hear about it so we can do something to put it right. We do everything we can to make sure our customers get the best service possible. However, sometimes we may not get things right the first time. When that happens, we want you to tell us what went wrong so we can put matters right. We want to:

- Make it easy for you to tell us what went wrong;
- Give your complaint the attention it deserves;
- Resolve your complaint fairly and without delay (e.g. by apologising); and
- Make sure you are satisfied with how your complaint was resolved.

How long will it take?

We will always try to resolve your complaint as soon as we receive it. Where we can't, we will send you an acknowledgement of your complaint within 48 hours. We will work hard to resolve the problem in a timely manner. We aim to respond to all complaints within 7 days but in the case of complex complaints or complaints that involve several issues, we may need some time to make sure that we



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have covered everything. We will keep you regularly informed, either by telephone or in writing via email or post, whilst we investigate your complaint.

Our aim is to take no longer than eight (8) weeks to deal with even the most complex of complaints. At the end of eight (8) weeks we will either send a final response with our decision in writing via email or post or explain to you why we are still unable to provide you with a final response.

If we cannot reach agreement with you?

If we can't agree a solution with you within eight (8) weeks, you should escalate your complaint to your heat provider. To find out who your heat provider is, please visit the 'My development' page on our website (www.insite-energy.co.uk/development-search) and enter your postcode or development name.

If you need independent advice, please visit the Citizens Advice website:
www.citizensadvice.org.uk/consumer/energy/energy-supply/

The Ombudsman Services for Energy Brokers

If you have raised your complaint and it relates to a failure to pass through the Energy Bill Relief Scheme (EBRS) or Energy Bill Discount Scheme (EBDS), with your heat provider, and have not been able to agree a solution within eight (8) weeks of contacting them, you may have the right to refer your complaint to the Ombudsman Service.

Their services are impartial and free. You can reach them in the following ways:

By telephone – 0330 440 1624

By email – enquiry@ombudsman-services.org

In writing – write to them at the following address:

Ombudsman Services: Energy
P.O. Box 966
Warrington
WA4 9DF