Our

Complaints

Policy



**We 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.**

Please telephone us on: **0345 872 9600**

Or write to us at the following address:

**Insite Energy**

**Studio 4**

**Stuart House**

**Saint Johns Street**

**Peterborough**

**PE1 5DD**

Or send an email to: [**complaints@insite-energy.co.uk**](mailto:complaints@insite-energy.co.uk)

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. In the case of complex complaints or complaints that involve several issues we may need some time to make sure that we have covered everything. We will keep you regularly informed, either by telephone or in writing, whilst we investigate your complaint.

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

If you are unhappy with our final response or our investigation has taken more than eight weeks to reach a conclusion, you should escalate your complaint to your Heat Provider.

Phone lines open weekdays 9am – 8pm Saturdays 9am – 5pm. Out of hours call back service. Your call may be recorded and/or monitored for quality assurance and company purposes. Mobile and

other providers charges may vary.

