



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

## Our complaints policy

At Insite Energy, we always aim to do our best and take our customer's experience seriously, but unfortunately there may be times when things go wrong. When this happens, please let us know so we can put it right.

### Step 1 - Submit

Raise your complaint via webform, in writing, or over the phone.

### Step 2 - Respond

Within 3 weeks: Where possible, we will aim to resolve & respond to your complaint.

### Step 3 - Escalate

Within 8 weeks: If your complaint is more complex, we'll escalating it to our Head of Customer Service.

### Step 4 - 1<sup>st</sup> escalation

After 8 weeks: If we couldn't resolve the issue or you were unhappy with our response, you can raise it with your heat supplier.

### Step 5 - 2<sup>nd</sup> escalation

If you are Heat Trust registered and unhappy with your heat supplier's response, you can get support from the Energy Ombudsman.

## Step 1: Raise your complaint

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

- **By webform** – complete our webform: [www.insite-energy.co.uk/home/contact/make-a-complaint](http://www.insite-energy.co.uk/home/contact/make-a-complaint)
- **In writing** – write to us at the following address:
  - Insite Energy, Studio 4, Stuart House, St. John's Street, Peterborough, PE1 5DD.
- **By telephone** – find your dedicated scheme-specific phone number on our 'Your home' page ([www.insite-energy.co.uk/development-search](http://www.insite-energy.co.uk/development-search)) and enter your postcode or development name. We will register your complaint and ask you to follow-up formally via the above methods.  
*Your call may be recorded and monitored for quality assurance and company purposes. Mobile and other providers charges may vary.*

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

When raising a complaint through any of these means, please ensure you tell us:

- Your name, property address, and contact details;
- The account number your complaint is in relation to;
- The details of the reason for your complaint, the impact the issue is having on you, and any information of prior communications with our Customer Service Team that may be relevant;
- Your preferred resolution and contact method.



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## **Step 2: We'll aim to resolve your complaint within 3 weeks**

We will work hard to resolve your problem in a timely manner and will always aim to resolve your complaint as soon as we receive it. If our complaints team can resolve your complaint, they will try and do so, and respond to you within **3 weeks**.

We will do everything we can to resolve your complaint within this timescale. However, any complaints that can't be resolved by our complaints team will be passed on to our Head of Customer Service who will aim to resolve your complaint within 8-weeks from the date we received your complaint. We will notify you at this stage to let you know what is happening.

## **Step 3: Complex complaints may take up to 8-weeks**

In the case of complex complaints or complaints that involve several issues or third-party providers, we may need some more time to make sure that we have covered everything.

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 aim to have resolved your complaint either via email or telephone (depending on your preferred method of contact).

However, in the instance where an agreement could not be achieved, we will send our final response in the form of a 'Deadlock Letter' via email or posted letter stating our final resolution proposal, and details of independent complaint handling services available to you if you do not accept our proposal and wish to pursue the complaint further. This will highlight if your scheme is Heat Trust registered and therefore you have access to the Energy Ombudsman's' free and impartial advice. If you choose to do this, you must escalate your dispute within 12-months of receiving this letter.

## **Step 4: If we cannot reach an agreement with you, speak to your heat supplier**

If we can't agree a solution with you within eight (8) weeks or fail to provide you with a response, you can escalate your complaint to your heat supplier. We will also notify your heat supplier on your behalf. To find out who your heat supplier is, please visit the 'Your home' page on our website [www.insite-energy.co.uk/development-search](http://www.insite-energy.co.uk/development-search) and enter your postcode or development name.



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## Step 5: Get independent advice

At any stage throughout your complaint, if you want to get independent and impartial advice, you can contact Citizens Advice via their website: [www.citizensadvice.org.uk/energy/](http://www.citizensadvice.org.uk/energy/) as well as over the phone on [0345 404 0506](tel:03454040506). Citizens Advice, for those based in England and Wales, and [Advice Direct Scotland](#), for those based in Scotland, are the official sources of free and independent energy advice and support.

Unfortunately, as the heat network industry is currently unregulated, unless your heat supplier is a registered participant of the voluntary [Heat Trust](#) scheme, you will not have access to the [Energy Ombudsman's](#) free services for impartial complaints and resolution advice. However, where you are part of a Heat Trust registered scheme, you can reach them in the following ways:

- **By telephone** – 0330 440 1624
- **By email** – [enquiry@ombudsman-services.org](mailto:enquiry@ombudsman-services.org)
- **In writing** – write to them at the following address:  
Ombudsman Services: Energy, P.O. Box 966, Warrington, WA4 9DF

The good news is that regulation is coming. You can keep up to date with what's happening here by reading our blog: [www.insite-energy.co.uk/blog/current-state-heat-network-regulations](http://www.insite-energy.co.uk/blog/current-state-heat-network-regulations).