



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

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

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

Or send an email to:

complaints@insite-energy.co.uk

Or write to us at the following address:

Insite Energy
Studio 4
Stuart House
St. John's Street
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PE1 5DD

Our customer service team are available weekdays 9am-8:30pm, and Saturdays 9am-5:30pm. We are closed on Sundays and Bank Holidays.

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 (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 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 (8) weeks to reach a conclusion, you should escalate your complaint to your Heat Provider. To



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find out who your heat provider is please visit our website <https://insite-energy.co.uk/development-search> and enter your postcode or development name.

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

Know your rights in a changing energy market

Get help with an energy problem

Contact Citizens Advice if you need help with an energy problem – for example with your bills or meters, or if you're struggling to pay for the energy you use. We're the official source of free and independent energy advice and support.

Go to: citizensadvice.org.uk/energy

Or contact the Citizens Advice consumer service:

03454 04 05 06 Mon to Fri, 9am-5pm Calls are charged at your normal rate	Citizens Advice consumer service Second Floor Fairfax House Merrion Street Leeds LS2 8JU
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Textphone:
18001 followed
by 03454 04 05 06

Reducing your bills

If you want to pay less without switching supplier, there are lots of things you can do to save money.

To find out more, contact:

Simple Energy Advice (England and Wales)

simpleenergyadvice.org.uk
0800 444 202
Lines open: Mon to Fri, 8am-8pm
Sat to Sun, 9am-5pm
Calls are free

Nest (Wales only)

nestwales.org.uk
0808 808 2244
Lines open: Mon to Fri, 9am-6pm
Calls are free

Home Energy Scotland (Scotland only)

homeenergyscotland.org
0808 808 2282
Lines open: Mon to Fri, 8am-8pm
Sat, 9am-5pm
Calls are free

Take control and get a better energy deal

Want to save money by switching tariff or supplier?



Check out our price comparison tool
energycompare.citizensadvice.org.uk



Produced by Citizens Advice and Citizens Advice Scotland and sent to you by your energy supplier. Feb 2019.