

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

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.

Independent advice

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](https://www.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

Textphone:

18001 followed

by 03454 04 05 06

Citizens Advice
consumer service
Second Floor
Fairfax House
Merrion Street
Leeds LS2 8JU

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.

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](https://www.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](https://www.nestwales.org.uk)

0808 808 2244

Lines open: Mon to Fri, 9am-6pm

Calls are free

Home Energy Scotland

(Scotland only)

[homeenergyscotland.org](https://www.homeenergyscotland.org)

0808 808 2282

Lines open: Mon to Fri, 8am-8pm

Sat, 9am-5pm

Calls are free

