

Our Energy Broker services complaints handling procedure

At Insite Energy, we always aim to do our best and take our client'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 and continually improve our services to you.

STEP 1: Submit

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

STEP 2: Respond

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

STEP 3: Escalate

Within 8 weeks: If you're unhappy with our response & want advice & support, you can contact the Energy Ombudsman.

Step 1: Raise your complaint

As a member of the Ombudsman Services Energy Broker Alternative Dispute Resolution (ADR) Scheme, if you are not satisfied with any aspect of our services, you can formally tell us about your complaint in the following ways:

- **By email** – adrcomplaints@insite-energy.co.uk
- **In writing** – write to us at the following address:
Insite Energy, Studio 4, Stuart House, St. John's Street, Peterborough, PE1 5DD.
- **By telephone** – 0345 872 9600
- **In person** – Contact us through one of the above methods or flag it with your client account manager to arrange a face-to-face meeting.

Our team are available weekdays 9am - 5:30pm to answer your complaint.

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

- Your name, contact details, and scheme(s) you are calling about,
- The details of the reason for your complaint, the impact the issue is having on you, and any information of prior communications with our team that may be relevant,
- Your preferred resolution and contact method. How can I find out more?

Step 2: We'll aim to resolve your complaint within 8 (eight) weeks

We will work hard to resolve your problem in a timely manner, ensuring that every complaint is treated with courtesy and respect. We always aim to resolve your complaint as soon as we receive it and provide a full response within **8 (eight) weeks**. Resolution may come in the form of an apology, a resolution for the complaint, a goodwill gesture, or compensation.



Step 3: Get independent advice from the Energy Ombudsman

In the instance where we cannot resolve your complaint within 8 (eight) weeks, or you are unhappy with our final proposal of resolution, you can contact the Energy Ombudsman for free and impartial advice. 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