

## Our complaints policy

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At Insite Energy, we take our customers' experience seriously.

Although we may try our best to avoid this, there may be times when things go wrong.

When this happens, please let us know, using the steps below, so we can put it right.

### **STEP 1: Submit**

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

### **STEP 2: Respond**

Where possible, we will aim to resolve and respond to your complaint within 3-weeks.

### **STEP 3: Resolve**

If your complaint is more complex, it will be escalated internally. We aim to resolve your complaint within 8-weeks. Where not possible, a deadlock letter will be issued.

### **STEP 4: Heat supplier escalation**

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

### **STEP 5: Energy Ombudsman escalation**

If you're still unhappy, you can pass your complaint to the Energy Ombudsman.

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## **Step 1: Raise your complaint**

If you are unsatisfied with any aspect of our services, you can raise a complaint in the following ways:

- **Webform** – complete our webform: [insite-energy.co.uk/residents/manage-account/make-a-complaint](https://insite-energy.co.uk/residents/manage-account/make-a-complaint)

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- **WhatsApp** - send us a message at 0333 344 3903.
- **LiveChat** – via our website [insite-energy.co.uk](https://insite-energy.co.uk) or the 'Need help?' page on **'my insite'**
- **By telephone** – find your dedicated scheme-specific phone number on our Directory webpage ([insite-energy.co.uk/residents/directory](https://insite-energy.co.uk/residents/directory)) and enter your postcode or development name.

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

- **In writing** – write to us at the following address:

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

Our Customer Service team are available weekdays 8:00am-7:00pm, and Saturdays 8:00am-4:00pm. We are closed on Sundays and bank holidays.

When raising a complaint, please ensure you tell us:

- Your name, property address, and contact details,
- The account number your complaint is in relation to,

Registered no. 07073730 England & Wales  
Registered office: Studio 4, Stuart House, St John's Street,  
Peterborough, PE1 5DD

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- 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 course of resolution and contact method.

Depending on the nature of your complaint, one or multiple of the following remedial actions may be provided:

- An apology
- An explanation
- The taking of appropriate remedial action by the relevant party
- The award of compensation in appropriate circumstances

For complaints relating to our direct heat interface unit (HIU) servicing & repairs service, please read our [terms & conditions](#) before raising a complaint with us.

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

We'll do everything we can to resolve your complaint in a timely manner. If our complaints team can resolve your complaint, they will seek to do so and respond to you within 3 weeks (from the date we received your complaint).

### Getting independent advice

At any stage throughout your complaint, you can receive free, impartial advice and support, by contacting any of the following:

| Independent advice                        | Website                                                           | Telephone     |
|-------------------------------------------|-------------------------------------------------------------------|---------------|
| <b>Citizens Advice (England or Wales)</b> | <a href="https://citizensadvice.org.uk">citizensadvice.org.uk</a> | 0800 144 8848 |
| <b>Citizens Advice Scotland</b>           | <a href="https://cas.org.uk">cas.org.uk</a>                       | 0800 028 1456 |
| <b>Advice Direct Scotland</b>             | <a href="https://energyadvice.scot">energyadvice.scot</a>         | 0808 196 8660 |

Your local council may also be able to tell you how to get advice: [gov.uk/find-local-council](https://gov.uk/find-local-council).

### Step 3: We'll resolve your complaint within 8-weeks or issue a deadlock letter

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

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Our aim is to take no longer than **8 weeks** to resolve and respond even the most complex of complaints.

In the instance where an agreement cannot be reached, we will send a final response and resolution proposal in the form of a 'Deadlock Letter' via email or posted letter. A Deadlock Letter may be issued 8-weeks or sooner from raising your complaint.

This letter will also include details of independent complaint handling services available to you if you do not accept our proposal and wish to escalate the complaint further. Depending on whether we are the metering & billing agent, or ESCo Manager for your scheme, we will advise whether you are able to escalate the complaint to your heat supplier or directly to the Energy Ombudsman. Please see Steps 4 and 5 for more information.

If you are dissatisfied with how your complaint was handled by our team, we are able to perform an internal review on request.

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

If we can't agree a solution with you within 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.

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To find out who your heat supplier is, please visit our Directory webpage ([insite-energy.co.uk/residents/directory](https://insite-energy.co.uk/residents/directory)) and enter your postcode or development name.

If we are named as your heat supplier on your scheme-specific microsite, you can escalate to the Energy Ombudsman after 8-weeks. Information on how to do this is below.

### Step 5: Escalate to the Energy Ombudsman

Since 1st April 2025, heat network consumers now have the right to refer their complaints to the Energy Ombudsman to receive free and independent dispute resolution.

You can take your complaint to the Energy Ombudsman if:

- A complaint you raised with Insite Energy remains unresolved after 8 weeks or you've received a 'Deadlock letter', stating the problem could not be fixed, and
- You escalated your complaint to your heat supplier but are unhappy with the resolution provided by them.

Please note that this only applies to complaints raised on or after 1st April 2025, and any complaints raised prior to

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this date will not be eligible. You must escalate your dispute to the Energy Ombudsman within 12-months of receiving a Deadlock Letter.

For the Energy Ombudsman to accept it as a valid complaint, your dispute must be raised under your heat supplier via their website. You can check whether your heat supplier has registered with the Energy Ombudsman at [energyombudsman.org/raise-dispute](https://energyombudsman.org/raise-dispute). Where Insite Energy have been appointed as the ESCo Manager for your scheme, you should raise your dispute under 'Insite Energy – ESCo Manager'.

For more information, take a look at their Consumer FAQs for Heat Networks ([energyombudsman.org/faqs](https://energyombudsman.org/faqs)) as well as their 'what to expect' guide ([energyombudsman.org/what-to-expect](https://energyombudsman.org/what-to-expect)). You can also read about what type of disputes they can support with here: [energyombudsman.org/how-we-can-help/heat-networks](https://energyombudsman.org/how-we-can-help/heat-networks).

To raise your complaint, you can use the contact details below, or visit their website at: [energyombudsman.org/additional-support/creating-a-case-with-the-energy-ombudsman](https://energyombudsman.org/additional-support/creating-a-case-with-the-energy-ombudsman)

- **By telephone** – 0330 440 1624 (press option 3 for Heat Networks, when prompted)
- **By email** – [enquiry@energyombudsman.org](mailto:enquiry@energyombudsman.org)

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- **In writing** – write to them at the following address:
- Ombudsman Services: Energy, P.O. Box 966, Warrington, WA4 9DF