

Complaints Procedure

Your rights as an Energy Consumer

iSupplyEnergy takes your complaint extremely seriously and has taken careful steps to ensure our complaints procedure is fair, efficient and compatible with third-party services designed to offer customers further protection. This document describes the procedure that our customers need to follow should they wish to make a complaint.

What complaints are covered by this procedure?

This procedure should be followed by customers making complaints about anything related to our products and services APART from complaints related to the loss of your electricity and/or gas supply.

Problems with your supply are the responsibility of the distribution company serving your property. If you experience problems with your supply you should contact your distribution company directly. Their contact number is shown on your bill as the 'Emergency Number' or in the telephone book under Electricity. It can also be found on our website on our [Help](#) page.

Timeline expectation

iSupplyEnergy will do what we reasonably can to resolve any customer complaint as quickly as possible. We aim to resolve most complaints by the end of the next working day and within 28 calendar days for more complicated issues.

Unfortunately, there will be some cases in which a suitable and mutually agreed resolution could take longer. As per industry regulations, iSupplyEnergy has 8 weeks to provide a resolution in these cases. If no resolution can be achieved within 8 weeks we will inform you in writing and signpost you to the Energy Ombudsman.

The Energy Ombudsman is an organisation that works on the customer's behalf to achieve a resolution to complaints they have with their Energy Suppliers. It provides a free and independent service and will investigate your complaint on your behalf and their decision is binding.

It is worth noting that Energy Suppliers have 8 weeks to achieve a resolution before the Ombudsman will take up the case. In the event that iSupplyEnergy can't achieve a resolution within 8 weeks, we will send you an email to that effect and signpost you to their services.

Why is it important to follow the procedure and timeline?

It is important to follow the procedure as outlined so that we can deal with your complaint in the most satisfactory and timely manner. Failure to do so will risk the ability of iSupplyEnergy to provide satisfactory resolution within the time frames set out below.

What can iSupplyEnergy do to resolve complaints?

As per Gas and Electricity (Consumer Complaints Handling Standards) Regulations 2008, iSupplyEnergy can offer the following as 'remedies' to a customer's complaint:

- a. An apology
- b. An explanation

- c. The taking of appropriate remedial action by the regulated provider
- d. The award of compensation in the appropriate circumstances

The procedure

Step 1 – contacting iSupplyEnergy to make a complaint

If you have a complaint it is important that you contact iSupplyEnergy in the first instance. If appropriate, you can arrange for someone else to contact us on your behalf. If you would like to have someone else act on your behalf you will need to contact iSupplyEnergy giving explicit consent for this person to act on your behalf. This can be given in writing or verbally by the account holder. You can contact iSupplyEnergy by the following methods:

- If you are an account holder then go to the [account complaints form](#). Fill it in and submit. The form will go straight to our Complaints Department for processing.
- If you are not an account holder then go to the [complaints form](#). Fill in the form and submit. The form will go straight to our Complaints Department for processing.
- Telephone: 0330 2020298 (local rate)
- Send a letter stating clearly the name of the account holder, the account number and a clear explanation of the complaint. Please send it to the following address:

iSupplyEnergy
 Richmond House
 Richmond Hill
 Bournemouth
 BH2 6EZ

- If you would like to visit us in person, please contact a member of the Complaints Department on 0330 2020298 (local rate) to make arrangements to visit the office.

Please quote your account number in any correspondence with us. A working day is Monday to Friday, 9am to 5pm, excluding public and bank holidays.

Step 2 – iSupplyEnergy confirm receipt of your complaint

We aim to send you a message to confirm receipt of your complaint by the end of the next working day. If you are a customer this will be sent via your online account messaging service. If you are a non-customer the response will be sent to the email address provided at the time you reported your complaint.

Within this email, we will endeavour to either provide a resolution to your complaint or let you know what we will be doing to achieve a resolution (see section ‘What can suppliers do to resolve complaints?’)

Every complaint will be given a ‘unique complaints reference number’ which will be clearly shown in the response we send to you. We would be grateful if you could state this reference number on all subsequent correspondence shared between iSupplyEnergy and yourself in regards to the complaint. This will ensure that a complete record of every correspondence is logged.

Step 3 – 1-day response

For the most part, we aim to resolve your complaint at the same time as confirming receipt of it. If we are able to do this we will make this clear in the email we send. If this is the case then we'd be delighted if you could send us a response telling us that you are happy with the resolution.

If it becomes evident that we will need to complete additional investigations then we will make this clear to you and your complaint will progress to step 4.

Step 4 – 28-day response

It may be that your complaint is not immediately resolvable and will require us to collect further information. It may be that we need to liaise directly with you to achieve a mutually agreed resolution. If this is the case, then we will endeavour to ensure resolution no later than 28 days after receipt of your complaint.

If we have to do more in-depth investigations we will ensure that this is made clear in our initial email confirming receipt.

Once we have arrived at a mutually agreeable resolution we will send you an email detailing the resolution. If this is the case then we'd be delighted if you could send us a response telling us that you are happy with the resolution.

If we can't resolve your complaint within the 28-day period, then your complaint will remain open and your complaint will move onto step 5.

Step 5 – 8-week response

iSupplyEnergy will do everything reasonable to achieve resolution to your complaint as quickly as possible. However, there will be some cases in which a suitable and mutually agreed resolution could require significant investigation. As per industry regulations, iSupplyEnergy has 8 weeks to achieve resolution and mutually agree on it with our customers. If this is the case, we will endeavour to keep you informed of the progress of your complaint at regular intervals.

Once we have arrived at a mutually agreeable resolution we will send you an email detailing what has been agreed. Once you have received this email we'd be delighted if you could send us a response telling us that you are happy with the resolution.

If no resolution can be achieved within 8 weeks, we will inform you by sending an '8-week' email. This email will update you on the progress of your complaint and signpost you to the Energy Ombudsman. The Ombudsman is there to help you get a resolution should you feel that we are unable to achieve one. To ensure they can help you in the most effective way we will compile a 'case file' containing key information related to the complaint. We will ensure that they have this when reviewing your case. They will review the complaint, the steps we have taken to resolve it and the way we have dealt with you along the way. With this information they will decide on a fair outcome and have the power to enforce us to carry out the outcome. They can require us to provide an apology or explanation, take corrective action or provide you with compensation in appropriate circumstances.

Please note that unless iSupplyEnergy has gross misconduct in dealing with your complaint, any complaints brought to them prior to 8 weeks elapsing will be directed back to us.

Step 6 – Deadlock

Unfortunately, it may become clear at any point in the complaints process that iSupplyEnergy will not be able to resolve your complaint in a way that it mutually agreeable. On these rare occasions, we will make our position clear by sending a 'Deadlock' letter. The letter will include:

- a. A description of the resolution being offered by iSupplyEnergy
- b. A reason why we can't meet the customer's expectation
- c. Contact details for the Energy Ombudsman

The Energy Ombudsman will then take on your complaint. They will review the complaint, the steps we have taken to resolve it, the resolution we have offered and the way we have dealt with you along the way. With this information, they will decide on a fair outcome and have the power to enforce us to carry out the outcome. They can require us to provide an apology or explanation, take corrective action or provide you with compensation in appropriate circumstances.

iSupplyEnergy wants to ensure that our customers are as sure of their rights as possible. If at any stage of the Complaints process you are unsure of your rights, you may contact [Citizens Advice Consumer Service](#) for independent, impartial and free advice. As a domestic customer, you can contact them at any point of the complaints process at www.citizensadvice.org.uk/energy and click on the 'Know your energy rights' link.

If you are unhappy with the way that your complaint is being handled during the complaint period or want some extra advice, you can contact the Citizen's Advice Consumer Service on 03454 040506, or via a web form at https://forms.adviceguide.org.uk/complaint_energy.aspx

The Energy Ombudsman provides a free and independent service that investigates complaints if there is no resolution after 8 weeks. Thereafter, the supplier must action their decision. You can visit the [Energy Ombudsman](#) website for further details on raising a complaint.

iSupplyEnergy's complaints statistics

We publish annual and quarterly data relating to how many complaints we receive and how successful we are in achieving resolution. To view these statistics, please click [here](#).

Useful contact details

Citizens Advice Consumer Service

Web: www.citizensadvice.org.uk/energy
Phone: 03454 040506 (Mon-Fri, 9am-5pm)
Textphone: 18001 03454 04 05 06

Energy Ombudsman

The Ombudsman Services: Energy
PO Box 966
Warrington
WA4 9DF

Email: enquiries@os-energy.org
Web: <https://www.ombudsman-services.org/sectors/energy>
Phone: 0330 440 1624 or 01925 530263 (Mon-Fri, 9am-5pm)

Regulations covering the complaints procedure

This procedure is designed to comply with the following regulations and Industry Guidance.

1. Regulations

- a. Electricity Supplier's License: Standard Conditions (Click [here](#) for more information)
- b. Consumer Complaints Handling Standards (Regulations 2008) (Click [here](#) for more information)
- c. Business Innovation & Skills (Click [here](#) for more information)

2. Industry Guidance

- a. OFGEM's Guidelines
- b. Business Innovation & Skills