

Complaints & Disputes Resolution Procedure

Introduction

ista's focus is on the highest standard of customer care, ensuring that any problems are dealt with in a quick and efficient manner. Our aim is to make paying for your energy as simple and trouble free as possible.

If you do experience any issues/concerns with our service, our customer care team are here to help. Our customer care team are friendly and well informed and will always aim to quickly and simply resolve any complaints.

Registering a complaint

You can get in touch with us if you have any concerns or questions. ista defines a customer complaint as a communication (in writing or verbally) where dissatisfaction is expressed.

How to get in touch

Telephone: 01223 874987

Fax: 01223 874975

Email: billingteam@ista.com

In writing:

Heat Account Management

ista Energy Solutions Limited

The Officers' Mess, Royston Road, Duxford

Cambridge CB22 4QH

Dealing with complaints

ista promises to acknowledge complaints within 24 hours of receipt. Upon receipt ista will undertake the following actions:

- Develop a full understanding of the problem
- If possible, provide a full explanation of the cause
- Provide details and a plan of action to resolve the complaint, or a full and clear explanation if ista believes no further action is required
- Provide details of any action taken to ensure there is no reoccurrence of the problem that led to the complaint, if possible
- Provide a full and frank apology if one is justified

If you as a customer are still not satisfied with ista's performance or remain dissatisfied after the aforementioned process ista promises to provide an escalation path for your complaint.

Further assistance

The Ombudsman Services is set up to provide a free, independent service to investigate your complaint, provided it falls within their terms of reference. You can contact them in writing or call them using the contact details below:

Email: osenquiries@os-energy.org

Telephone: 0330 440 1624

Fax: 0330 440 1625

Online: www.ombudsman-services.org/energy.html

You can also approach your local citizens advice bureau for further help.