



Complaints Policy & Procedure

At Assessment Hive Limited, we are committed to delivering exceptional customer service. We recognise that sometimes things don't go as planned, and we want to ensure your concerns are addressed. This document outlines our complaint process, which is designed to help us assist you effectively.

We take every complaint seriously and will handle your concerns with the utmost care and confidentiality. Your feedback is important to us, and we appreciate the opportunity to improve our services.

Contacting Us

The quickest and easiest way to resolve your complaint is to give us a call at the number below. If you prefer to write, you can reach us via email using the contact details provided. We're here to help!

Mr. Andrew Andreou
Compliance Officer
Assessment Hive Limited
Lucas End Farm, Crouch Lane, Goffs Oak, EN7 6TH
Tel: 020 3745 1093
E: info@assessmenthive.co.uk

Information Required

To help us investigate your complaint effectively, please provide the following information:

- Your name and contact information.
- EPC certificate number or Property Address
- A description of your complaint, including any evidence which may support your concerns

Dealing with the Complaint

Assessment Hive aims to respond to a complaint within 3 working days of receipt. The initial response will confirm receipt of the complaint and allow for a 7-day holding period to allow additional time to fully investigate the complaint based on the information that has been provided.

A formal resolution will be undertaken and reported back to all relevant parties within 10 working days of receipt of the initial complaint.

If a resolution for the complaint cannot be reached within the initial timeframe, Assessment Hive will provide the complainant with an estimate of the time required to resolve the complaint.

Complaint Escalation

If upon receiving the complaint resolution from Assessment Hive the customer finds this to be unsatisfactory, the customer may then choose to raise the complaint directly with the accreditation scheme.

Assessment Hive assessors are accredited through 'Quidos or Elmhurst Energy' and a copy of their complaint's procedure can be issued upon request.

The complaint will then be dealt with in line with the accreditation schemes complaint procedure who will aim to find a satisfactory resolution to the initial complaint.

Non-Resolved Complaints

If a satisfactory outcome cannot be reached by the accreditation scheme this will be escalated through an internal appeals process, details of which can be provided by the accreditation scheme on request.

Record Keeping

All records of complaints, disputes and outcomes will be maintained for a minimum of 7 years by Assessment Hive. The outcome of the complaints will only be made available to the relative parties.