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 procedure covers our energy certificates (EPCs and MEES), property assessments and reports, and floor plans. Complaints about property searches are handled under our separate property searches complaints procedure.

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, assessment or plan reference, or the property address
- A description of your complaint, including any evidence which may support your concerns

Dealing with the Complaint

We will acknowledge your complaint within 3 working days of receipt.

We will investigate and send you a full written response within 10 working days of receipt.

If we need more time, we will tell you why and give you a date by which you will receive our response.

Complaint Escalation

If you are not satisfied with our response about an energy certificate or property assessment, you may raise the complaint directly with the accreditation scheme named on your certificate.

Our assessors are accredited by Quidos or Elmhurst Energy. We can send you a copy of the relevant scheme's complaints procedure on request.
Quidos: www.quidos.co.uk
Elmhurst Energy: 01455 883 250, enquiries@elmhurstenergy.co.uk, www.elmhurstenergy.co.uk

The complaint will then be dealt with under the accreditation scheme's complaints procedure, which aims to reach a satisfactory resolution.

Floor plans are not covered by an accreditation scheme. If you are not satisfied with our final response about a floor plan, Citizens Advice can give you free advice on your options: www.citizensadvice.org.uk or 0808 223 1133.

Non-Resolved Complaints

If the accreditation scheme cannot reach a satisfactory outcome, the complaint can be taken through the scheme's own appeals process. The scheme can provide details on request.

Record Keeping

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

Last reviewed: November 2026