Complaints Policy & Procedure

Assessment Hive Limited is registered with the Property Codes Compliance Board as a subscriber to the Search Code. A key commitment under the Code is that firms will handle any complaints both speedily and fairly.

If you want to make a complaint, we will:

- Acknowledge it within 5 working days of receipt.
- Normally deal with it fully and provide a final response, in writing, within 20 working days of receipt.
- Keep you informed by letter, telephone or e-mail, as you prefer, if we need more time.
- Provide a final response, in writing, at the latest within 40 working days of receipt.
- Liaise, at your request, with anyone acting formally on your behalf.

If your complaint relates to a search compiled by another firm, we will handle it ourselves and liaise with the compiler within the same timescales.

If you are not satisfied with our final response, or if we exceed the response timescales, you may refer the complaint to:

The Property Ombudsman scheme (TPOs)
Tel: 01722 333306
Post: The Property Ombudsman, Unit 159756, PO Box 7169, Poole, BH15 9EL
E-mail: admin@tpos.co.uk
Web: www.tpos.co.uk

We will co-operate fully with the Ombudsman during an investigation and comply with its final decision.

Complaints should be sent to:

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

Last reviewed: November 2026