

## **Complaints Policy & Procedure**

Assessment Hive Limited is committed to providing a quality service for its clients and working in an open and accountable way that builds the trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our clients, and in particular by responding positively to complaints, and by putting mistakes right.

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 you are not satisfied with our final response, or if we exceed the response timescales, you may refer the complaint to our accreditations responsible for the type of workstream. This will be provided upon request.

We will co-operate fully with our accreditation or any third party during an investigation and comply with their final decision.

Complaints should be sent to:

Mr. Andrew Andreou  
Customer Services  
Assessment Hive Limited  
192 Lancaster Road  
Enfield  
Middlesex  
EN2 0JH  
Tel: 020 3745 1093  
E: [info@assessmenthive.co.uk](mailto:info@assessmenthive.co.uk)