



Abbott Holliday
PARTNERSHIP

COMPLAINTS POLICY

Abbott Holliday Partnership Ltd
Trading as **Peter Holliday & Associates**

Effective from: 27th October 2025

1. Purpose

Abbott Holliday Partnership Ltd is committed to providing a high standard of professional service to all clients. We recognise, however, that on occasion clients may feel dissatisfied with some aspect of our work or service. This policy sets out our approach to handling complaints fairly, promptly, and consistently.

2. Scope

This policy applies to all complaints received from clients or prospective clients regarding the professional services provided by Abbott Holliday Partnership Ltd, trading as Peter Holliday & Associates.

3. How to Make a Complaint

If you wish to make a complaint, please put it in writing and address it to the **Principal Structural Engineer** responsible for your project.

You may send your complaint by:

- **Email,**
- **Post,** or
- **Other written means,** such as a letter delivered by hand.

Please include sufficient details to identify your project, the nature of your complaint, and any relevant supporting information.



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4. Acknowledgement and Initial Response

We will acknowledge receipt of your complaint within **five (5) working days** of receiving it.

Your complaint will be reviewed by the Principal Structural Engineer handling your case, who will aim to provide a full written response within **twenty (20) working days** of the acknowledgement.

If additional time is required due to the complexity of the matter, we will inform you of the expected timescale and keep you updated on progress.

5. Escalation

If you remain dissatisfied after receiving the initial response, you may request that your complaint be reviewed by:

Tom Holliday

Executive Director

Email: tom@abbott-holliday.co.uk

Telephone: 07717 710634

Mr Holliday will review your complaint, the response provided, and any further information you wish to submit. A written outcome will be provided within **twenty (20) working days** of receipt of your escalation.

6. Record Keeping

Abbott Holliday Partnership Ltd does not maintain a formal register of complaints unless required to do so by law. However, we may retain correspondence and related documents as part of normal business records where necessary to manage your case or comply with statutory obligations.

7. Confidentiality



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All complaints will be handled in confidence and in accordance with applicable data protection legislation. Information will only be shared with those directly involved in investigating or responding to the complaint.

8. Review

This policy will be reviewed periodically to ensure it remains appropriate and effective.

Abbott Holliday Partnership Ltd
Trading as **Peter Holliday & Associates**
Registered in England and Wales
Registered company number 05411029