



Complaints Policy

Cornerstone has in place a robust complaints management process that ensures all customer complaints are dealt with quickly and effectively. We ensure we maintain the management and support resources to ensure that all complaints and queries can be satisfactorily resolved in all cases within a reasonable timeframe.

Reporting a Complaint

Cornerstone will provide an email address and telephone number to capture all resident complaints. These details are made available through the following methods:

- **Face to face communications with residents by assessors and/or installers**
- **Letters sent to residents prior to the works**
- **Aftercare packs left with residents post works**
- **Any additional client communications**

Our aim is to operate an open and accountable service that enables all residents to contact us directly through a convenient method. Our helpdesk will process all complaints received, with customer service advisors subject to strict targets in terms of answering calls and acknowledging emails.

All employees of Cornerstone will be trained to engage courteously and professionally with all residents, as often with the right approach, complaints can be resolved effectively at this level without formalisation of the process. All employees and partners appointed to the scheme will be familiar with our Customer Care Policy and Complaints Policy, in order that it is implemented consistently across all households.

Complaint Management

Residents will also be supported in entering a formal complaints process where desired. Upon formalisation of the complaint, it will be logged in our system, acknowledged with the resident and the appropriate supervising manager will be informed. An investigation will then be carried out, which will involve the resident being contacted directly to discuss the issue. Where necessary, complaints will be escalated to the heads of department to ensure a swift resolution.

Following the investigation, a report will be produced and communicated to the householder, and any necessary remedial actions will be taken. Upon confirmation from the resident that they are satisfied with the steps taken, the complaint will be closed on our system. Our systems ensure that all members of our helpdesk will have access to a complete customer log and will be able to provide immediate updates on request.

Where a complainant is not satisfied with the result of the investigation, the issue will be escalated to a more senior manager. This manager will then investigate the complaint and produce a final report which will be communicated to the complainant and the issue closed. Where a resident remains dissatisfied, we will notify them of further escalation arrangements as agreed with our client and/or any relevant ombudsman body.

Complaint management and resolution timescales are typically agreed on a client by client basis, although we have in place industry appropriate minimum standards that apply if this is not the case. We will prioritise urgent queries, as well as health and safety related issues.

We aim to resolve 100% of complaints as swiftly as possible, as feedback from previous projects has shown us that this level of customer care is greatly appreciated by residents. We address each query with the utmost care, consideration and importance and will bring this level of customer care to all residents.

Complaint Mitigation & Lessons Learnt

We ensure all our employees and subcontractors have a robust understanding of customer care best practice, allowing them to mitigate complaints wherever possible through professional, knowledgeable and courteous communication.

We consistently look to learn lessons from every complaint made, providing remedial training where necessary and/or putting in place additional control measures.



Our partners and suppliers all work in accordance with an SLA and scheme specific KPIs, which include complaint levels. Where complaints exceed this threshold, the partner/supplier becomes subject to an Improvement Plan and enhanced monitoring, until the underlying issues are addressed and resolved.

A handwritten signature in black ink, appearing to read 'Tom Eden'.

Name: Tom Eden, Managing Director

Date: 2nd January 2020

Review Date: 2nd January 2021