



# Complaints Procedure

Cornerstone operates a robust complaints management procedure that ensures all customer complaints are dealt with quickly and effectively. We maintain the management and support resources to ensure that all complaints and queries are satisfactorily resolved within a reasonable timeframe.

## Overview of Complaints Management Process

Any complaint, issue or negative customer interaction must be logged by Cornerstone and addressed as per the following process:



## Step One: Receipt and Classification

Ensure that all potential issues are captured and classified for escalation, review and action as required.

All complaints must be classified on receipt as either:

- **Priority One** – urgent complaints with potentially high business impact, such as those from major clients or where there is a Health & Safety implication. These should be communicated to the appropriate operational manager and resolved within three working days.
- **Priority Two** – non-urgent complaints with lower business impact, such as those from individual customers with no Health & Safety implications. These should be escalated to the Operations Director and resolved within one to two working weeks.

Full details of the complaint must be entered on the company Complaint Log, which will issue the complaint with a reference number. This log must be kept up to date until the complaint is closed.

## Step Two: Acknowledgment

Ensure that every complaint receives a formal written acknowledgement, containing an expectation of when they will receive a response.

All complaints, regardless of priority, must be acknowledged with the complainant in writing (either via email or post) within 48 hours. A template response is included as an Appendix to this procedure.



### Step Three: Investigation

Follow up all aspects of the complaint, both internal and external, to ensure that the key facts are identified and clarified.

The complaint should be investigated fully by the allocated owner, with reference to the complainant and any other involved parties. All areas of interaction and communication should be established (who, what, where, when, why etc.) and documented where possible.

The priority of the complaint will drive the timescale for the investigation: three working days for urgent complaints or up to two weeks for non-urgent complaints.

### Step Four: Resolution

Ensure that the final resolution is clear and fair.

The results of the investigation will inform the proposed resolution, which should not prejudice Cornerstone in any unnecessary legal or financial manner. The proposed action should be discussed and agreed with the appropriate authority within Cornerstone where appropriate, and reviewed to ensure it is fair for both the company and the customer, before being enacted.

The review should include recognition and documentation of any underlying issues that have contributed to the complaint and recommendations for actions to prevent further occurrence.

### Step Five: Confirm with Customer

The customer should be informed of the resolution within the timescales promised.

The details of the findings and proposed resolution should be clearly explained (in written or verbal form as appropriate). If this cannot be done on time the customer should be contacted to explain the delay and provided with a revised timescale.

If the customer is not satisfied with the resolution, the complaint should be escalated to the next most senior manager or director for further review.

### Step Six: Closure and Review

The complaint should be reviewed on closure to enable resolution of underlying issues.

Once the customer is satisfied with the resolution, the complaint can be closed. On closure, it should be reviewed to ensure that any underlying issues have also been identified and addressed to prevent reoccurrence. Any learnings should be shared across the company.

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



## Appendix One – Acknowledgement Template

Dear **Insert Name**

Thank you for contacting us with your complaint/problem.

We are sorry that you have had to do this and apologise for any inconvenience this has caused you.

We view complaints as helpful feedback and will do everything we can to resolve this fairly and quickly to your satisfaction.

We aim to respond to you within 7-14 days with a suitable resolution.

Should you need to contact us again regarding this matter, your reference number is **Insert Reference Number**.

I look forward to reaching a suitable resolution to this matter and thank you again for taking time to raise this with us.

Yours sincerely,

**Insert Name and Title**