

Complaints Policy

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Dealing with Complaints Informally

If you have a grievance or complaint related to matters concerning Cornerstones Foundation you should, wherever possible, start by discussing matters with those concerned, if you feel able to do so. You may be able to agree a solution informally between you.

Formal Complaints

If the matter is serious and/or you wish to raise the matter formally you should set out the complaint in writing to the Chief Executive of Cornerstones Foundation. You should concisely document the facts relating to the matter. If the matter concerns the Chief Executive or a Trustee, the complaint should be made in writing to the Chair of the Board of Trustees.

Dealing with Formal Complaints

Receipt of your complaint will be acknowledged within 30 days, but normally sooner. We will make arrangements to contact you to discuss your complaint to ensure we fully understand your complaint. Following this, it may be necessary to make further enquiries relating to your complaint; which would normally be conducted as rapidly as possible but no set timeframe is provided. Upon reaching a conclusion relating to your complaint, we will write to you to inform you of the outcome.

Appeal

If you are unhappy with the outcome of your complaint, you should inform us in writing. You will be invited to an appeal meeting, normally within 30 days, and your appeal will be heard by Trustees. You have the right to be accompanied by a representative at this meeting if you make a reasonable request. After the appeal meeting, we will write to you to inform you of the outcome. The outcome of an appeal will be final.