



## COMPLAINTS POLICY

Last updated: January 2026

Cornerstone Executive is committed to high standards of service.

### 1. Raising a Complaint

Complaints should be submitted to:

[hello@cornerstone-exec.co.uk](mailto:hello@cornerstone-exec.co.uk)

Please include relevant details and supporting information.

### 2. Handling Process

- Acknowledgement upon receipt
- Full response within 7 working days where possible
- Ongoing updates if further investigation is required

### 3. Resolution

We aim to resolve complaints fairly and professionally.