



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

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.