

Board response to complaints report

The complaints report and self assessment were presented to the board at their meeting on 28th May 2025.

The board agreed the report and self assessment to be published on the website and asked the chair to write a response on their behalf.

Adam Carrick Chair of the Cornerstone board says:

“The Board approved the report noting in particular improved satisfaction with complaints and underlying progress in response times. However, the challenges of embedding the new CRM system and office processes (particularly issues with configuration of email functionality) had caused delays in the period of the report, which shows up in the year’s complaints performance. While this error has been addressed, the Board and Exec will remain alert to issues of communication and timeliness more generally, which was the dominant theme amongst complaints themselves.”