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## Cornerstone UK Complaints Policy

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### Introduction

At Cornerstone, we value feedback from everyone involved in our services, including young people, their parents, Social Workers, colleagues from other agencies (Social Services, Health, Education, etc.), Carers, and our staff. Your feedback helps us improve and provide the best service possible. We welcome both positive comments and suggestions for improvement.

### Compliments

We appreciate all positive feedback, which is recorded during monthly social work meetings and shared at quarterly Trustees meetings. Cards, letters, and emails are saved as evidence of the good work done by Cornerstone staff and Carers. Positive feedback is celebrated and included in reports during Carer reviews.

### Complaints

We aim to resolve any issues in a respectful and caring manner, with the primary focus on the children and young people. All Carers are informed about our Compliments and Complaints Policy during their induction training. Local Authorities are also made aware of this policy in case of disputes. Complaints are taken seriously and addressed promptly.

Children and young people are informed about the complaints procedure through the Children & Young Person's Guide, which explains who to talk to if they have a problem. Complaints from young people are taken seriously, and the Fostering Manager ensures their safety and informs their Social Worker immediately.

We strive for everyone to be satisfied with our service. If there are any issues, we encourage resolving them informally first. Not all day-to-day problems need to be elevated to a formal complaint. Promptly resolved issues do not require referral to the formal Complaints Procedure.

### The Complaints Procedure

#### Stage 1:

In the first instance the expectation is that any complaint should be resolved informally with an appropriate member of staff. If unresolved, or if the complaint involves that staff member, proceed to Stage 2. Stage 1 should be completed within 5 working days.

**Stage 2:** The complainant submits a written complaint to the Registered Manager. Where a complainant is likely to have difficulty communicating in writing, an interview will be arranged to document the complaint. The Manager investigates and responds within 10 working days. If unsatisfied, proceed to Stage 3.

**Stage 3:** The complaint is referred to the Responsible Individual (RI), who reviews the decision and may seek further clarification. The Responsible Individual will notify the complainant of the final decision within 15 working days. If still unsatisfied, the complainant may refer to the placing Local Authority or contact Ofsted.

#### Ofsted Contact Details:

- **Address:** National Business Unit, Piccadilly Gate, Store Street, Manchester, M1 2WD
- **Phone:** 0300 123 1231
- **Email:** enquiries@ofsted.gov.uk

All records of complaints and actions taken are maintained. No person subject to a complaint will participate in its consideration beyond the early informal stage. Time limits may be adjusted by agreement.