

## Complaints Handling Policy

### Our complaints policy

We are committed to providing a Dignified, Professional, and high-quality Funeral Service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us within 28 days of us providing the service. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Funeral Arbitration Scheme.

### What will happen next?

1. We will call you in the first instance and if required, send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our Director, Kenneth Keegan who will review your concerns and speak to the service provider OR member of staff whom the complaint is regarding.
3. Kenneth Keegan will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Kenneth Keegan will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Kenneth Keegan will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. If still unsatisfied, we will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint, and explaining our reasons.
7. If you are still not satisfied, you can then contact one of the following within 12 months of the funeral taking place -

The Funeral Arbitration Scheme

0845 230 1343

**or you can write them at**

Funeral Arbitration Scheme

618 Warwick Road

Solihull

West Midlands

B91 1AA

The National Society of Allied and Independent Funeral Directors (SAIF)

0345 230 6777 / 01279 726 777

**or you can write to them at**

SAIF Business Centre

3 Bullfields, Sawbridgeworth

Herts

CM21 9DB