

PHILLIP EMERY

FUNERAL DIRECTORS

Complaint Procedure

If you wish to make a complaint:

If you have an issue and feel you need to make a complaint, we would initially encourage you to speak to the managing director Mr. Phillip Emery and allow us the opportunity to work with you to resolve the matter beforehand. We aim to resolve all complaints as quickly as possible (see below). If you feel you need to make a formal complaint, then this can be done verbally or in writing using the details shown below.

Again, we would aim to respond and resolve the matter as quickly as possible. In addition, you have the right to complain to the, professional Standards Committee at the National Society of Allied and Independent Funeral Directors (S.A.I.F) of which we are members. S.A.I.F offers a free and independent dispute resolution service which can be viewed at www.saif.org.uk or details obtained by calling them on 0345 230 6777, or write to the Professional Standards Committee, SAIF Business Park, 3 Bullfields, Sawbridgeworth, CM21 9DB.

Considerations:

We will always work with you to establish the details and circumstances of your complaint. The complaint may involve the activities of third parties (such as funeral officiants or activities which take place at third party venues, I.e crematoriums and cemeteries). Whilst recognising some aspects of your complaint may involve third parties, we will nevertheless try to reach a satisfactory conclusion to your complaint by engaging these third parties on your behalf when this is possible and appropriate to do so. At times, we may be constrained in law in responding to certain aspects of the complaint. For example, we may be bound by duties of confidentiality or by data protection laws. Whilst taking into consideration these constraints, we aim to be as transparent as possible in our response to any complaint.

How to make a complaint:

You can complain to us in any of the following ways below:

- In person: Please visit our funeral home and ask for Mr. Phillip Emery.
- By telephone: Please contact our funeral home on 01889 582274 and ask for Mr. Phillip Emery.
- By email: emeryphillip@btconnect.com F.A.O. Mr. Phillip Emery.
- By Post: F.A.O. Phillip Emery.

Phillip Emery Funeral Directors
Bedford House
15 Bow Street
Rugeley
WS15 2BT

Stages and timescales:

We have a four stage to our complaints process:

- Stage 1: Acknowledgement
- Stage 2: Investigation
- Stage 3: Discussion and resolution
- Stage 4: Appeal

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Stage 1 – Acknowledgement

Within 5 working days of receiving the complaint, we aim to have acknowledged the complaint in writing (either via email or post).

Stage 2 – Investigation

During this stage, we may need to request further information to enable us to fully understand the complaint and to commence our investigation.

Stage 3 – Discussion and resolution

Within 20 working days of receiving the complaint, our investigation should be completed, and a suitable resolution proposed to you. During this period, we may need to correspond, on an ongoing basis, to request additional information and/or to discuss the proposed resolution.

Stage 4 – Appeal

If the proposed resolution is not accepted, then an Appeal should be communicated to us in writing within 10 working days of the receipt of the proposed resolution. We will review the Appeal and communicate any final response. In our correspondence, we will also provide the details of the free and independent Dispute Resolution Service offered By the National Society of Allied and Independent Funeral Directors (S.A.I.F). This service can be used if you remain dissatisfied with our final response. A complaint to S.A.I.F must be made within 12 months of the date of the funeral.

Please note:

If for any reason the timescales above are unachievable, we will work with you to agree appropriate revised time frames. The vast Majority of complaints will be reasonable and both sides will act in good faith to achieve a fair resolution. We aim to be professional and cautious at all times in our dealings with you, and we expect the same in return when you are engaging with members of our team.

Your right to privacy:

All complaints received will be dealt with taking into account confidentiality and complaints will be handled in line with the requirements of the General Data Protection Regulation and Data Protection Act 2018.