

## Complaints Procedure

If The Compassionate Funeral Company receives a complaint - which must be received in writing - the following procedure will be followed. If the complaint is received verbally, the complainant will be requested to put this in writing. This is to prevent any misunderstanding between the complainant and The Compassionate Funeral Company, and to ensure there is a full audit trail should it be necessary to escalate\*\* the complaint further.

- 1) A written acknowledgement of the complaint will be made within seven working days of receipt. This will confirm that a full investigation of the complaint will be carried out, where possible, a written response will be given within twenty-one working days of the acknowledgement.

*Where these timescales cannot be met - due to the nature of the complaint or length of time needed to investigate the concerns raised - we will ensure the complainant is kept informed in writing of this.*

- 2) If the complaint is not resolved to the complainant's satisfaction, the matter will be passed to the Managing Director or someone who holds a similar senior management position. A further written response from the Managing Director will then be given within fourteen working days.
- 3) If, *after this stage*, no resolution is reached, you may have the option for further escalation.\*\*
- 4) All information regarding a complaint will be handled confidentially and sensitively, informing only those who need to know, and will follow any relevant data protection requirements. In every instance, all correspondence - either received or sent - will be copied and retained on file in accordance with GDPR.

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If we have been unable to resolve your complaint, the route of escalation will depend on the nature of the concerns raised, eg relating to the service provided by the funeral firm, administration of a funeral plan or non-compliance with laws that are, from time to time, issued by the Government and other regulatory bodies.

If your concerns relate to the service provided by us, you may have the option of escalation to the National Association of Funeral Directors (NAFD), of which this firm is a member. Such escalation should be made via completion of a complaint form at [www.nafd.org.uk/standards/nafd-resolve/](http://www.nafd.org.uk/standards/nafd-resolve/), by email to [complaints@nafd.org.uk](mailto:complaints@nafd.org.uk), or in writing to NAFD Complaints Team, 618 Warwick Road, Solihull B91 1AA.