Complaints Policy

Nottinghamshire Funeral Service Limited

1. Policy Statement

At Nottinghamshire Funeral Service Limited, we are committed to providing a professional, compassionate, and high-quality service to all families and clients. We recognise that, despite our best efforts, concerns or complaints may occasionally arise. We welcome feedback and view complaints as an opportunity to learn, improve our services, and resolve issues fairly and promptly.

This policy outlines how complaints will be handled and the standards clients can expect when raising concerns.

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2. Scope

This policy applies to complaints relating to:

- Funeral arranging and conducting services
- Care of the deceased
- Administration and communication
- Staff conduct and professionalism
- Costs, estimates, and invoicing
- Facilities and premises
- Any other aspect of the services provided by the funeral home

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3. How to Make a Complaint

Complaints may be made by:

- The person who arranged the funeral
- A family member or representative acting on their behalf
- Any person directly affected by the service provided

Complaints can be submitted:

In Writing: Nottinghamshire Funeral Service Limited, 11A Bexon Court, Foxhill Road East, Carlton, Nottingham NG4 1SQ.

By Email: nottinghamshirefuneralservice@gmail.com

By Telephone: 0115 987 1237

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Where possible, complaints should be submitted within three months of the event giving rise to the complaint.

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4. Complaint Handling Procedure

Stage 1 – Informal Resolution

Where possible, concerns should initially be raised with the member of staff involved or the person responsible for the arrangements. Many issues can be resolved quickly through discussion and clarification.

Stage 2 – Formal Complaint

If the matter cannot be resolved informally, a formal complaint should be submitted.

Upon receipt of a formal complaint, we will:

- Acknowledge the complaint within 5 working days
- Investigate the circumstances thoroughly
- Speak with relevant staff members
- Review any supporting documentation

Response Times

We aim to provide a full written response within 20 working days of receiving the complaint. If the investigation is likely to take longer, we will provide an update explaining the reason for the delay and an expected timescale for completion.

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5. Investigation Process

The investigation may include:

- Reviewing funeral records and documentation
- Interviewing staff members involved
- Examining policies, procedures, and communications
- Considering any evidence provided by the complainant

Complaints will be handled objectively, fairly, and confidentially.

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6. Outcomes

Following the investigation, outcomes may include:

- An explanation of events
- An apology where appropriate
- Corrective action
- Staff training or procedural changes
- A goodwill gesture where considered appropriate
- Confirmation that the service provided was reasonable and in accordance with professional standards

The complainant will receive a written response detailing the findings and any actions taken.

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7. Escalation

If the complainant remains dissatisfied following our final response, they may refer the matter to the relevant professional body (where applicable).

Complaints may be referred to: National Society of Allied and Independent Funeral Directors.

Where applicable, complaints may also be referred to any independent dispute resolution scheme operated by the relevant professional association.

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8. Confidentiality

All complaints will be treated confidentially and handled in accordance with applicable data protection legislation, including the requirements of the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Information will only be shared with those directly involved in investigating and resolving the complaint.

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9. Record Keeping

A record of all complaints will be maintained, including:

- Date received
- Nature of complaint
- Investigation undertaken
- Outcome
- Any corrective actions implemented

Complaint records will be retained in accordance with the organisation's document retention policy.

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10. Monitoring and Review

The Managing Director will review complaints periodically to identify trends, recurring issues, and opportunities for service improvement.

This policy will be reviewed annually or sooner if required by changes in legislation, regulation, or business practice.

Policy Owner: [Nottinghamshire Funeral Service Limited]
Approved By: [Tracy Jane Reynolds, Managing DIrector]
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