

COMPLAINTS PROCEDURE

The desired outcome of every funeral director is to complete the funeral with professional care and that the funeral service brings comfort to family and friends.

However, very occasionally, sometimes things don't work out, and the client and their family are disappointed with something omitted or not delivered in the manner expected.

In these rare occasions we have set about the following explanations how a complaint can be made, and as we expect there to be courtesy and respect towards the client by the funeral director, we also expect the client to treat the funeral director with courtesy and respect

Our commitment to clients

We are committed to ensuring that:

- • Making a complaint is as easy as possible for you.
- • We treat your complaint seriously.
- • We will deal with your complaint promptly and in confidence.
- • We learn from complaints and use them to review and improve our service.

What is a complaint?

A complaint is when you tell us you are not happy about any part of the services or products we provide.

How to make a complaint

By email info@walshfunerals.co.uk

Your complaint will be acknowledged within 3 working days and fully investigated within 10 working days. You will be written to no later than 10 working days after making your complaint with the outcome of the investigation.

Please be advised that there may be circumstances such as holidays, sickness, a third party or those beyond our control where we will be unable to resolve your complaint within 10 working days. We will keep you updated as to the progress of your complaint, and you do have the right to raise this with our trade body if you feel that the complaint is taking too long to resolve.

- • Please be advised that we will accept complaints from the client (this is the person who arranged the funeral and entered into a contract with us). If you are not the client, then we will require written authority from the client.
- • All complaints must be made in writing. This is to ensure that accurate information is relayed from both sides and there is a full record of what was said by each party.