

 01706 215721
dawn@fhfs.co.uk

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COMPLAINTS PROCEDURE

Our commitment to clients

We aim to ensure that

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

family funeral with in writing.

- You may call in to the funeral home and make an appointment to see the funeral director.
- If you are not satisfied with the outcome you can request your complaint to be escalated to the Area Manager if applicable or finally General Manager.
- You can also make your complaint by e-mail to dawn@fhfs.co.uk
- We generally aim to acknowledge your complaint within three days.
- Once an investigation has been conducted we will come back to you with our findings.

If You are Still Unhappy

If you are not satisfied with our response to you, you can take your complaint **to F.A.S. (Funeral Arbitration Scheme) or National Society of Allied and Independent Funeral Directors (SAIF)**

Funeral Arbitration Scheme :

618 Warwick Road, Solihull, West Midlands B91 1AA

By Phone 0121 711 1636

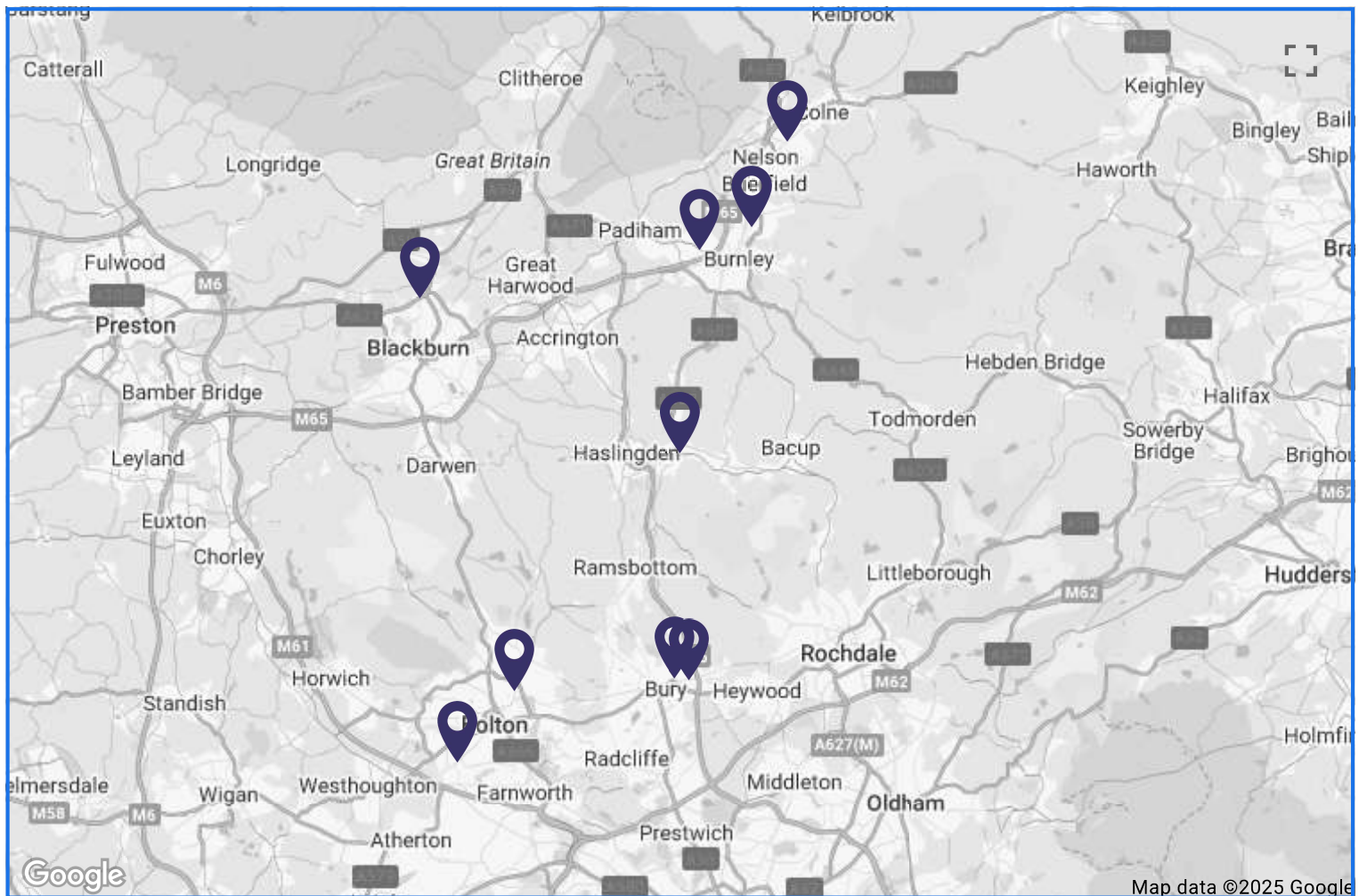
The National Society of Allied and Independent Funeral Directors

SAIF Business Centre, 3 Bullfields, Sawbridgeworth,
Herts CM21 9BD

By Phone 0845 230 6777 or 01279 726777 By email –
info@saif.org.uk

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