



HARRY EDWARDS & SONS

FUNERAL DIRECTORS

Our Complaints Procedure

We set ourselves extremely high standards when it comes to the provision of services to our clients, and also to all deceased persons in our care.

We are committed to being clear and open with you on all aspects of our business.

Our aim is to offer the highest possible standard of service to our clients on every occasion, and, whilst we strive to achieve this, we recognise that problems can still arise and you may wish to make a complaint about our services.

Making A Complaint

If you wish to make a formal complaint, we encourage you to speak to us first and to allow us the opportunity to work with you to resolve the matter. We aim to resolve all complaints as quickly as possible. Our named point of contact for all complaints is Mr Ian Brewerton.

Additionally, at any time, you have the right to complain to the National Association of Funeral Directors (NAFD) of which we are members. The NAFD offers a free and independent Dispute Resolution Service which can be viewed at:

www.nafd.org.uk/standards/nafd-resolve/

We will always work with you to establish the detail 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). 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 a 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.

You can complain to us in the following ways:

- **In person**
- **By telephone:** 01952 244949
- **By email:** info@harryedwards.co.uk
- **By post:** 1, High Street, Wellington. TF1 1JW

We have a four stage complaints process:

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

Stage 1 – Acknowledgement

We will acknowledge receipt of the complaint in writing (either via email or post) within 5 working days.

Stage 2 – Investigation

During this stage, we may need to request further information from you in order to fully investigate the complaint.

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.

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 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 Association of Funeral Directors (NAFD). This service can be used if you remain dissatisfied with our final response. A complaint to the NAFD must be made within 12 months of the date of the funeral.

If for any reason the timescales above are unachievable, we will work with you to agree appropriate revised timeframes.

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 courteous at all times in our dealings with you, and we expect the same in return when you are engaging with members of our team.

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 the Data Protection Act 2018.