

## 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.

### **What is a complaint?**

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

### **How to make a complaint**

If you wish to make a complaint you can contact our Area Manager, Mr Terry, in any of the ways listed below:

By email –

[info@southallfuneralservice.org](mailto:info@southallfuneralservice.org)

In writing to –

Southall Funeral Service  
70 Western Road, Southall, Middlesex, UB2 5DZ

By phone – 020 8571 0621

In person (by appointment only) at –

Southall Funeral Service  
70 Western Road, Southall, Middlesex, UB2 5DZ



**Golden Charter**  
Funeral Plans





## Complaints Procedure

Your complaint will be acknowledged within 3 days and fully investigated within 5 working days.

If you are unhappy with the response you can contact General Manager, Mr Tiney, in any of the ways listed below:

**By email** – [michael@southallfuneralservice.org](mailto:michael@southallfuneralservice.org)

**In writing to** –

Southall Funeral Service  
70 Western Road, Southall, Middlesex, UB2 5DZ

**By phone** – 020 8571 0621

Please be advised that we will only accept complaints from the client (this is the person who arranged the funeral and entered into a contract with ourselves) and within six months of when the funeral was arranged.

### **If You are Still Unhappy**

If you are still unhappy with our response you can contact either or both, **The National Society of Allied & Independent Funeral Directors (SAIF)** or the **National Association of Funeral Directors (NAFD)** in any of the ways listed below:

By email – [standards@saif.org.uk](mailto:standards@saif.org.uk) or [complaints@nafd.org.uk](mailto:complaints@nafd.org.uk)

In writing to –

The National Society of Allied and Independent Funeral Directors  
SAIF Business Centre  
3 Bullfields  
Sawbridgeworth  
Hertfordshire  
CM21 9DB

By phone – 0845 230 6777 or 01279 726777





### **Complaints Procedure**

Your Complaint will be acknowledge within 7 days then fully investigated.

Please note that The National Society of Allied and Independent Funeral Directors (SAIF) will not investigate a complaint unless the internal complaints procedure of the Funeral Director has been exhausted.

NAFD Resolve  
618 Warwick Road, Solihull, B91 1AA

By telephone – 0121 711 1636

