

4. What would you like the company to do? (tick all the boxes that apply)

Give you an apology	<input type="checkbox"/>	Give you an explanation	<input type="checkbox"/>
Take some action	<input type="checkbox"/>	Please specify what action you would like taken	
Offer a full refund / part refund/ make a donation to charity	<input type="checkbox"/>	How much? Which charity?	<input type="checkbox"/>

5 Any further comments / information relevant to the complaint

6. Client Declaration

Please read the statements below before signing the form.

I have read and understood Southall Funeral Service Complaint Procedure

I acknowledge that my complaint will be fully investigated within 10 working days and I will receive a written reply with the outcome (by email or letter) within 10 working days of receipt of my complaint

Whilst my complaint is being investigated I will refrain from making any comments on social media about the complaint which could be damaging to the funeral director.

Please enter your full name:

Signature:

Date: