Rosedale
FUNERAL HOME

CLIENT COMPLAINTS PROCEDURE

Whilst we strive to provide the best possible care and service to the families we serve; we recognise that on occasion problems can arise, and mistakes may be made. This may mean that you wish to make a complaint about our services.

We encourage you to let us know if you have any concerns as soon as possible, to give us a chance to immediately rectify any issues you may have.

We welcome all feedback, positive or negative and pride ourselves on using this feedback constructively to continuously improve the service we offer through Rosedale.

Our main aim is to make sure you feel listened to and to show that we have taken any concerns you may have seriously. Ultimately, we would like to find a resolution that is amicable, fair and positive.

If you wish to complain

If you have any questions or concerns, please in the first instance speak to a member of our team before you feel there is a need to make a formal complaint, as they may be able to answer any queries you have directly.

If you do decide to make a formal complaint, we would request that you make this in writing to us. We ask that you allow us the opportunity to work closely with you to resolve the matter. Wherever possible we aim to respond to you within 2 working days to acknowledge receipt of your complaint and to let you know that we will be in touch in due course.

With regards to any complaint that involves a third party (i.e. crematorium, cemetery or church) we will do our very best to liaise with them to resolve any issues you may have.

How can you make a complaint?

If you have any concerns during the funeral arrangement process, then please let your funeral arranger or Emily Houghton (details below) know and we will endeavour to rectify these issues immediately.

On the day of the funeral, any issues should be raised with your designated funeral director.

If you still would like to submit a formal written complaint you can through any of our funeral homes by email or by post.

Complaints can be addressed for the attention of Emily Houghton – emily@rosedalefuneralhome.co.uk

Administration: Complaints in regard to general administration, donations and the overall funeral arrangements.

Operational: General complaints or specific complaints regarding funeral services or our funeral team members.

How quickly will we respond to your complaint?

As stated above, we aim to acknowledge your complaint (wherever possible) within 2 working days of the manager receiving it. Please be mindful that the manager may not receive your complaint on the same day that you submit it, as they are not based at any specific funeral home.

The manager will acknowledge your complaint either verbally or in writing. If there is a preferred method you would like us to use to contact you, then please state this within your complaint.

Depending on the complaint, we will usually launch an internal investigation so we can look into all points raised thoroughly, this allows us to answer your complaint to the best of our ability. During this time the manager dealing with your complaint may need to make an appointment with you to speak to you directly, to fully understand the complaint and gain clarification on the points raised, if needed.

We will keep you updated of our progress and try and resolve the complaint within 20 days of our acknowledgement to you. Where possible we will try and reduce this timeframe and deliver our outcome at the earliest opportunity.

If we require more than 20 days to try and resolve the complaint, we will discuss this with you and negotiate an extension period.

Once finalised, the outcome will be sent to you via email or post and may be accompanied by a telephone call or prearranged visit, if appropriate.

Resolution

We will do our very best to reach an amicable outcome with you. If you are not satisfied with our resolution you will need to contact us and inform us of this within 10 days of receiving the outcome.

We will then review our outcome and communicate our final response within a further 10 days to you.

In our final correspondence, we will also provide the details of the free and independent Dispute Resolution Service called NAFD Resolve, 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.

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