

Questions asked ... *about the UK Funeral Code*

Being members of the National Association of Funeral Directors
requires us to abide by the UK FUNERAL CODE



THE SEARSON FAMILY
FUNERAL SERVICE

*"We don't just arrange funerals, we create
meaningful days"*

www.thesearsonfamily.co.uk

0800 022 3309

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WHAT IS THE UK FUNERAL CODE?

The National Association of Funeral Directors is the largest and most inclusive representative body for the UK funeral profession. They support members in delivering high standards for those who have died and offer bereaved families the information and assurance they need to choose a compassionate, professional and experienced Funeral Director they can trust.

The NAFD sets those high standards through the UK Funeral Code, it is comprehensive and outcomes focused, developed in consultation with the funeral sector and consumer organisations. The Standards and Quality Management Team of the NAFD regularly inspect Funeral Home members, assesses them, and supports them in reaching the highest standards of service.

This leaflet highlights the core principles of the UK FUNERAL CODE. Should you wish for a full draft of the document, please let us know.

CARING FOR OUR CLIENTS:

This part is about providing a high standard of service that takes into account the individual needs and circumstances of each client and bereaved family. This includes providing clients with the information they need to make informed decisions about the services and products they require, how these will be delivered and how much they will cost. This will enable our business to understand each family's needs and expectations, and to take full responsibility for them.

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OPERATIONAL FACILITIES:

This part is about ensuring we have access to suitable premises and equipment to enable our staff to provide a proper standard of care for the deceased people who are entrusted to our care.

CARING FOR THE DECEASED:

This part concerns providing a proper standard of care for the deceased people entrusted to our care and ensuring we act only when authorised to do so.

BUSINESS MANAGEMENT:

This section covers the management and supervision of our business.

ETHICAL PROCUREMENT OF BUSINESS:

This part is about how we publicise our business. The overriding concern is that publicity is not misleading and is sufficiently informative to enable clients and others to make informed choices.

TRAINING AND DEVELOPMENT:

This part is about ensuring that the staff we employ are equipped with the skills, knowledge and experience necessary to provide a proper level of care to bereaved families and the deceased people entrusted into our care.

EQUALITY AND DIVERSITY:

This part is about encouraging equality of opportunity and respect for diversity, and preventing unlawful discrimination, in our relationship with our clients and others. It is not intended to cover situations that arise between employers and employees.

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CONFIDENTIALITY AND DATA PROTECTION:

This part concerns the protection of clients' confidential information and that of the deceased people entrusted to our care.

COMPLAINT HANDLING:

This part is about ensuring that if clients are not happy with the service they have received, they know how to make a complaint and that all complaints are dealt with promptly and fairly.

WORKING WITH THE REGULATORS:

The outcomes in this part show how the principles apply to our business and the regulators.

The Searson Family Funeral Service is committed to the UK FUNERAL CODE and takes every step possible to ensure full compliance with all the principles and exceeds their requirements.

QUALIFICATIONS:

The Searson Family Funeral Service go far beyond these minimum industry standards. The business is managed by Andy Searson, who not only has more than forty years of funeral service experience but also has a wealth of industry-standard qualifications. These qualifications are another level of assurance, knowing that the person running the business is highly experienced in every facet of funeral service and is also extensively qualified.

This experience filters down to every member of staff. Our training and constant review processes are a personal commitment to you and your loved one. We want you to be fully assured of our capabilities, that we are credible and professional in everything we do.