

Your Right to Making a Complaint



THE SEARSON FAMILY
FUNERAL SERVICE

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

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

Our Commitment to Quality:

The Searson Family Funeral Service aim to provide the highest standards of service, and this is a consistent commitment we make to each and every family we serve. We have many years of experience with thousands of satisfied and grateful clients. However, occasionally, for whatever reason, we may not meet the expectations of a family and it is vital that we know about a lack of service so we can do all we can to put things right.

Should you feel the need to make a complaint, you must feel confident that it will be taken seriously. Please place trust in our family to deal with your complaint promptly and that we learn from any mistakes we make.

What is a Complaint?

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

How to make a Complaint:

If you wish to make a formal complaint you can contact our Funeral Director who takes responsibility for, what is often, a very rare but serious situation. Andrew Searson, can be contacted:

IN WRITING:

The Searson Family Funeral Service
25 - 29 Park Parade
Leigh Park
Havant
PO9 5AA

Your complaint will be acknowledged within three days and fully investigated within five working days. Should you not be fully satisfied with the resolve of your complaint, a formal meeting will be arranged where you will have the opportunity to meet with us to express your concerns and further state your case.

If You are Still Unhappy:

If you are still unhappy with our proposed resolution, you can contact The National Association of Funeral Directors, of whom we are members. You can quote our Membership Number below and peruse your complaint further in a written correspondence. The NAFD will expect any complaint to have been through, and exhausted, all other potential possibilities before hearing your concerns and, if necessary, will refer your complaint to the NAFD RESOLVE.

National Association of Funeral Directors

618 Warwick Road

Solihull

B91 1AA

Membership No.3210

Just Talk To Us:

Even though this publication outlines formal steps that need to be taken when a complaint arises, the Searson Family Funeral Service believe that any complaint, regardless of its nature, can be quickly resolved by simply talking to us. We are proud of the high standards of service being provided and take any complaint, no matter how small, very seriously and we will ensure every possible step is taken to provide a positive outcome.

Should you wish to learn more about the NAFD RESOLVE and the process it takes, you can download a copy from our website. Alternatively, you can go the NAFD website and seek a copy from them.

www.thesearsonfamily.co.uk/making-a-complaint

www.nafd.org.uk

Our Funeral Homes

SOUTHSEA

105 Winter Road, Southsea,
Portsmouth, PO4 8DS
(023) 9273 8922

PORTSMOUTH

319 Copnor Road, Copnor,
Portsmouth, PO3 5EG
(023) 9266 5795

HAVANT

25 - 29 Park Parade, Leigh Park
Havant, PO9 5AA
(023) 9247 7190



NAFD
Resolve

www.thesearsonfamily.co.uk