

Questions asked ... *about Making a Complaint*

Being members of the National Association of Funeral Directors
means we take any complaint seriously



NAFD
Resolve



THE SEARSON FAMILY
FUNERAL SERVICE

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

www.thesearsonfamily.co.uk

0800 022 3309

Questions asked ...

about Making a Complaint



OUR COMMITMENT TO QUALITY:

The Searson Family Funeral Service aims to provide the highest standards of service, and this is a consistent commitment we make to 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 a family's expectations, and we must know about any service issues 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 your trust in our family to handle your complaint promptly and to 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 an infrequent but serious situation. Andrew Searson can be contacted:

IN WRITING:

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

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

WHAT IF YOU ARE STILL UNHAPPY?

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

IN WRITING:

National Association of Funeral Directors
618 Warwick Road
Solihull
B91 1AA
Membership No.3210

WHAT IS NAFD RESOLVE?

NAFD Resolve is the UK's only free and independent dispute resolution service, designed to protect funeral consumers by providing a forum in which they can raise a complaint against an NAFD member and seek redress, without the stress of confrontation. It is fully funded by the NAFD, with conciliation and adjudication services provided by qualified professionals from the Centre for Effective Dispute Resolution (CEDR).

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WHAT IS CEDR?

CEDR is an independent non-profit organisation and a registered charity, with a vision of better conflicts resulting in better outcomes, leading to a better world. Their mission is to equip society with the skills and solutions for effective dialogue and to foster sustainable change.

The NAFD fully funds CEDR for the benefit of clients who have used the services of an NAFD Member. It is FREE and offers independent representation.

TALK TO US FIRST:

Even though this publication outlines formal steps that need to be taken when a complaint arises, The Searson Family Funeral Service believes that any complaint, regardless of its nature or degree of severity, can usually be quickly resolved by simply letting us know what has happened. We will only ever want to rectify any negative experience and make every effort to bring the complaint to a resolution that meets your needs.

We are proud of the high standards of service we provide and take any complaint, no matter how small, very seriously. We will ensure every possible step is taken to achieve a positive outcome.

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

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