



# Countryside Funerals

www.countrysidefunerals.co.uk | email: info@countrysidefunerals.co.uk | Tel. 01884 258881

## COMPLAINTS POLICY (May 2017)

### **Our commitment to clients**

We aim to ensure that:

- Making a complaint is as easy as possible and we treat your complaint seriously.
- We deal with your complaint promptly and in confidence.
- We learn from complaints and use them to review and improve our service.

### **What is a complaint?**

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

### **How to make a complaint**

If you wish to make a complaint you can contact the proprietor of the business, Damon Campbell, in any of the ways listed below:

- By email to [damon@countrysidefunerals.co.uk](mailto:damon@countrysidefunerals.co.uk)
- By telephone on 01884 258881
- In writing to: Mr D F Campbell, Countryside Funerals, 23 Gold Street, Tiverton, Devon, EX16 6QB.

### **What happens next?**

We will acknowledge receipt of your complaint within 5 working days. We will then review your complaint and arrange a meeting or telephone conversation which we hope will enable us to resolve the situation with you. The exact time-scale for this procedure will depend on the specific circumstances of your complaint, but we will aim to keep you informed of progress throughout.

### **If you are still unhappy**

If you are still unhappy with our response you can contact **The National Society of Allied & Independent Funeral Directors (SAIF)** in any of the ways listed below, quoting our membership number 2775:

P.T.O.

- By email to [info@saif.org.uk](mailto:info@saif.org.uk)
- By telephone - 0845 230 6777 or 01279 726 777
- In writing to: The National Society of Allied & Independent Funeral Directors, SAIF Business Centre, 3 Bullfields, Sawbridgeworth, Herts, CM21 9DB

Your complaint will be acknowledged within 7 days then fully investigated. Timescale for findings and final response will vary depending on each individual case and investigation.

Please note that The National Society of Allied and Independent Funeral Directors (SAIF) will not investigate a complaint unless the internal complaints procedure of the Funeral Directors has been exhausted.

### **If you are still dissatisfied**

If you are still unhappy with the response and final decision of The National Society of Allied and Independent Funeral Directors (SAIF) you can request that your complaint be referred to **The Independent Consumer Arbitration Scheme**. For more information and to download leaflet of the scheme please visit - [www.saif.org.uk](http://www.saif.org.uk)

Damon Campbell DipFD MBIFD  
23 Gold Street  
Tiverton, Devon, EX16 6QB

**Golden Charter**  
Funeral Plans 

