

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 product we provide.

HOW TO MAKE A COMPLAINT?

If you wish to make a complaint you can contact our manager:-

Mr Mark Kingston-James

or in any of the ways listed below:-

by email - hedleypricefuneraldirectors@btconnect.com

in writing:- Mr Mark Kingston-James
Hedley Price Funeral Directors
Mart Road, Minehead,
Somerset TA24 5BJ

or by telephone:- 01643 703111

in person (by appointment only):-
Hedley Price Funeral Directors
Mart Road, Minehead,
Somerset TA24 5BJ

Your complaint will be acknowledged within three days and fully investigated within five working days.

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 2551.

by email - info@saif.org.uk

in writing:- **The National Society of Allied and Independent Funeral Directors**
SAIF Business Centre,
3 Bullfields, Sawbridgeworth,
Herts CM21 9DB

or by telephone:- 0845 230 6777 or 01279 726777

or by Fax:- 01279 726 300

Your complaint will be acknowledged within seven 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.