

Complaint Procedure

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 our Managing Director, Mrs Lisa Dolby, in any of the ways listed below:

By email to - dolbyfunerals@gmail.com

By phone to – Tel: 01909 509444

In writing to -

Dolby Funeral Services
98 Lowtown Street
Worksop
Notts
S80 2JR

In person (by appointment only) at -

Dolby Funeral Services
98 Lowtown Street
Worksop
Notts
S80 2JR

Your complaint will be acknowledged in writing within 3 days and fully investigated within 5 days. The outcome of the investigation will be sent to you in writing once completed.

If you are still not satisfied that your complaint has been resolved you can escalate it by contacting **SAIF Independent Funeral Directors in writing to: The National Society of Allied & Independent Funeral Directors, SAIF Business Centre, 3 Bullfields, Sawbridgeworth, Hertfordshire, CM21 9DB**, by telephone: **0345 230 6777**, or by email: info@saif.org.uk

SAIF has been approved as a Consumer ADR Body for purposes of the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015