



Complaints Procedure

Introduction

Jack Warwick Funeral Service is an independent, local, family funeral business and we pride ourselves on delivering the highest standards of care and professionalism to our families and the communities we serve. We continue to maintain the same values and standards set by Jack Warwick himself when the business was established in 1985.

This document sets out the professional standards we adhere to and our complaints procedure.

Accredited Members of the Industry Regulatory Bodies

Jack Warwick Funeral Service is a member of the National Society of Allied and Independent Funeral Directors (SAIF) and the National Association of Funeral Directors (NAFD). As members of both funeral industry bodies we are regulated and regularly inspected by them and must adhere to The Funeral Director Code which sets out required professional behaviours and standards.

The Funeral Director Code

The Funeral Director Code defines the professional standards expected of all members when providing funeral services and is founded on the following eleven mandatory principles:

1. Act in the best interests of each client, and prospective client;
2. Provide the best possible level of care to bereaved people, keeping in mind the specific needs of each client and family;
3. Respect and maintain the dignity of deceased people in your care at all times;
4. Act transparently, with honesty and integrity;
5. Provide clients with full and fair information about services, products and associated prices;
6. Behave in a way that promotes and maintains public trust in their business, the funeral directing profession and related industries;
7. Comply with all legal and regulatory obligations and deal with their regulators in an open, timely and cooperative manner;
8. Run their business effectively and in accordance with proper governance and sound risk management principles;
9. Run their business in a way that encourages equality of opportunity and respect for diversity;
10. Run their business in a way that encourages a culture that values and welcomes both negative and positive feedback as a way of putting things right and continuously improving service; and
11. Conduct appropriate due diligence in relation to all third-party contractual relationships that have the potential to negatively impact clients.

Failure to operate in accordance with these principles constitutes a breach of the Code.



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As a small family led team of Funeral Directors we understand the importance of reflecting the wishes of the deceased and their loved ones and we work closely with our families to help with all aspects of the funeral arrangement to provide personalised, professional funeral services. However, on occasion a family may feel that their expectations have not been met or an aspect of the funeral service may not go according to plan.

We always treat any complaint received promptly, fairly, openly and effectively and in response to any complaint received, where appropriate we will look to put things right, apologise and improve our services.

We ensure our families are made aware of our complaints procedure and their right to complain to the independent funeral consumer complaints service - **NAFD Resolve** when we take formal instruction for a funeral service.

If a family we have provided a funeral service for are not happy with the service they have received, we would first encourage them to discuss their concern with the Funeral Director directly so that the Funeral Director can seek to resolve the issue straight away. Whilst it may be uncomfortable to voice concerns during such a difficult time, we would encourage our families to do so at the earliest opportunity. If the complainant is still not happy with the response from the Funeral Director they can make a formal complaint to us via:

- email: office@jwfs.co.uk
- telephone: 01536 485635
- post: Office Manager, Jack Warwick Funeral Service, 2a Wallis Road, Kettering, NN15 6NX

On receipt of any formal complaint received, we will send an acknowledgement email within 3 working days and respond to the complaint with the outcome within 10 working days. If the complainant is not happy with our response to the complaint, they can ask for a review of our response.

Independent funeral complains scheme

If following review, the complainant is still not happy with the outcome they can ask for the complaint to be reviewed by the independent funeral complaints scheme NAFD Resolve (the complaint must be made within 12 months), which is operated on our behalf by the Centre for Effective Dispute Resolution (CEDR). You can contact NAFD Resolve via:

- email: resolve@nafd.org.uk
- telephone: 0121 711 1636
- post: NAFD Resolve, 618 Warwick Road, Solihull, West Midlands, B91 1AA