



Our standards for handling complaints

We want to help you resolve your complaint as quickly as possible. we need you to give us any comments about our service, and to tell us when we get things wrong

We listen to your complaints, treat them seriously, and learn from them so that we can continuously improve our service.

A complaint is an expression of dissatisfaction, whether justified or not.

Our policy covers complaints about:

- the standard of service we provide
- the behaviour of our staff
- any action or lack of action by staff affecting an individual or group

Our complaints policy does not cover:

- matters that have already been fully investigated through this complaint's procedure
- anonymous complaints
- complaints about access to information where procedures and remedies are set out in legislation, eg Freedom of Information Act, Data Protection Act

How we handle complaints

- we treat all complaints seriously, whether they are made by letter or by email
- you will be treated with courtesy and fairness at all times - we would hope, too, that you will be courteous and fair in your dealings with our staff at all times
- we will treat your complaint in confidence within Branch

RH Faulkner & Daughter, Independent Funeral Service
101, Lynchford Road, Farnborough, Hampshire, GU14 6E Telephone: 01252 941415
E-mail: paula@faulknerfunerals.co.uk Website: www.faulknerfunerals.co.uk

Dedicated care for your loved one



- we will deal with your complaint promptly - we will acknowledge receipt of a written complaint within 5 working days and we will send you a full reply within 20 working days of receipt
- if we cannot send a full reply within 20 working days of receipt we will tell you the reason why and let you know when we will be able to reply in full

Making a verbal complaint

Please telephone us and have a chat about the issue you may have. This may be about the conduct of a staff member or a service we provided on your behalf.

Once we have investigated your complaint, we will talk to you and try to resolve the issue. Often, we can give you a response straight away. However, if your complaint is more complicated, we will give you an initial response within 5 working days.

Hopefully by doing so, the complaint will be satisfactorily resolved.

Making a written complaint

If you are not satisfied with our response and want to deal with it more formally, please put your complaint in writing and post it to Paula Clinch, 101 Lynchford Road, Farnborough, Hampshire GU14 6ET.

All complaints will be logged, will receive a written acknowledgment within 7 working days.

Our aim is to investigate your complaint properly and give you a reply, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If, however, you are unsatisfied with the outcome, you may take your complaint further you can contact the NAFD via e-mail www.nafd.org.uk/complaints/how-the-nafd-handles-complaints or a legal representative or contact Citizen's Advice for assistance.

Any complaint made to RH Faulkner & Daughter, will be treated confidentially. If your complaint cannot be dealt with by us and requires legal intervention, your personal details will be disclosed to them.

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Confidentiality

All complaints received will be dealt with confidentially and in accordance with the requirements of the Data Protection Act 1998.

How to complain

You can make a complaint using the email address paula@faulknerfunerals.co.uk or by phone 01252 941415 or by post:

Paula Clinch
RH Faulkner and Daughter
101, Lynchford Road
Farnborough
Hampshire
GU14 6ET

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