Melville & Daughters

CUSTOMER COMPLAINTS PROCEDURE

If you have a complaint about our organisation, we want to hear about it and we will do our best to put it right.

Our Customer Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase customer satisfaction;
- To use complaints constructively in the planning and improvement of our services.

Who can complain?

Anyone who:

- Has used Melville & Daughters for Funeral Services
- Is acting on behalf of a client who has used our services (providing we can verify that the person acting on behalf of a client has permission from the client to speak on their behalf, due to the confidential nature of the information that may be involved).

How to complain

Melville & Daughters Funeral Directors would like to sort out any complaint as soon as possible.

Many complaints can be resolved informally. In the first instance contact Melville & Daughters on *020 8888 7262* and speak to the member of staff that dealt with your case who will try to sort the matter out.

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or do not wish an informal solution, you may pursue a formal written complaint.

Write down your complaint and send it to:

admin@melvilleanddaughters.co.uk

Office Manager
Melville & Daughters
Funeral Directors & Memorial Specialists
444 - 446 West Green Road
London
N15 3PT
Fax: 020 8888 0805

What Happens Next?

You will receive acknowledgement of your complaint within 2 working days. You may be contacted to make sure that we have understood your complaint properly. If necessary further details will be obtained from you and clarification on certain points will be requested if required.

Melville & Daughters will seek statements from third parties (e.g Ministers, cemetery or crematorium staff if relevant). If a sub-contractor has left a client dissatisfied Melville & Daughters will investigate the matter.

If the complaint is made by a third party on your behalf, your consent, preferably in writing, must be received.

You will receive a response to your complaint within 14 working days of its receipt. If an extension is required in order to gather further information you will be advised in writing.

Can you take your complaint elsewhere?

Yes. If you are not happy with the way that your complaint has been handled you can contact either;

The Standards Chairman or The Independent Consumer Arbitration Service at:

SAIF Business Centre
3 Bullfields
Sawbridgeworth
Hertfordshire
CM21 9DB