

Complaints procedure.

Arthur Jary & Sons Ltd. is committed to providing a high-quality service to everyone we deal with. In order to do this we need you to give us any comments about our service, be they good or bad, and tell us when things go wrong. We want to help resolve your complaint as quickly as possible.

We treat a complaint as any expression of dissatisfaction with our service which calls for a response. We listen to 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.

A complaint may include, but not be limited to:

- The standard of service we provide
- Behaviour of our staff
- Any action or lack of action by staff affecting an individual or group

On receiving a complaint, we will:

- Treat all complaints seriously, whether they are made verbally (in person or phone call) or in writing (by letter or email)
- Treat you with courtesy and fairness at all times, and hope that you will treat our staff in the same manner
- Treat your complaint with confidence
- Deal with your complaint promptly, and endeavour to reach a resolution with you within 15 working days

Stages of complaints

In the event of a complaint being raised, the member of AJS staff should complete the Complaint Report form and pass the report to the managers / directors, whilst assuring the complainant that the issues raised will be investigated before any conclusions or resolutions are drawn.

All complaints should be made as soon as possible, and within 30 days of the incident taking place. This time limit can sometimes be extended as long as it is still possible to investigate the complaint.

Resolution

Most complaints can be resolved with good communication and understanding. However, there will be occasions when further investigation will be necessary to resolve an issue.

In the event that the complainant remains unsatisfied, they can appeal the decision in writing. A review will then be carried out by the Director who did not handle or attempt to resolve the initial complaint.

Should no resolution be reached as a result of this review, the complainant can be referred to the SAIF Consumer Protection Scheme.

More information can be found here: <https://saif.org.uk/about-saif/complaints/>

Arthur Jary & Sons – Complaints Report

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Name of Complainant	
Address:	
Phone	
Email	
Are you the client? <i>(the person who completed the funeral arrangement paperwork?)</i>	
Please give the nature of the complaint:	
Complaint initially reported to	
Date complaint received	
Person investigating	
Findings:	
Outcome of investigation:	
Resolution agreed?	Yes – file closed No – reported for review
Signed (director)	Date