

# H Duckworth Funeral Directors

*Registered No. 04532281 England & Wales*

*VAT No.2975764*



## COMPLAINTS PROCEDURE

Front Street

Cramlington

NE23 6QH

### **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 **Director**, Mrs Kim Horrobin, in any of the ways listed below:

By email – [h.duckworth@outlook.com](mailto:h.duckworth@outlook.com)

**In writing to -**

H Duckworth Funeral Directors

Front Street, Cramlington  
NE23 6QH

**By phone** – Tel: 01670 713218

**In person (by appointment only) at –**

H Duckworth Funeral Directors  
Front Street, Cramlington  
NE23 6QH

Your complaint will be acknowledged within 3 days and fully investigated within 5 working days.

**Please be advised that we will only accept complaints from the client (this is the person who arranged the funeral and entered into a contract with ourselves) and within [date] of when the funeral was arranged.**

## If You are Still Unhappy

If you are still unhappy with our response you can contact **The National Society of Allied & Independent Funeral Directors (SAIF)** in any of the ways listed below:

By email – [standards@saif.org.uk](mailto:standards@saif.org.uk)

In writing to –

**The National Society of Allied and Independent Funeral Directors**

SAIF Business Centre 3 Bullfields  
**Sawbridgeworth** Herts CM21 9DB

By phone – Tel: 0845 230 6777 or 01279 726 777

By fax – Tel: 01279 726 300

Your complaint will be acknowledged within 7 days then fully investigated.

Please note that The National Society of Allied and Independent Funeral Directors (SAIF) will not investigate a complaint unless the internal complaints procedure of the Funeral Directors has been exhausted.

For SAIF's Complaint Policy please visit <https://saif.org.uk/about-saif/complaints>

