

# Our complaints procedure and how to raise concerns

At Seaton Leng and Son Ltd. we provide ourselves on the bespoke nature of our funerals, as well as our depth of experience and professionalism; we are here to help and support you in whatever way we can. If, however you have any concerns please speak with your Funeral Director in the first instance or with our Office Manager, Sarah Tindale. We will endeavour to do everything within our power to remedy any concerns and we are committed to understanding and addressing any issues you may raise. We will do so proactively and impartially and with a clear focus on resolution. To assist, our step-by-step process is noted below:

- Please raise any complaint or concern with the funeral director who is taking care of the funeral arrangements for you. If you feel unable to do this or would like to speak to another member of the team, please contact either, Sarah Tindale or Sally Tindale in the first instance. You can contact us by telephone, email or letter using the details on the Contact Us page.
- We shall strive to acknowledge receipt of your complaint within 3 working days. Wherever possible we will arrange to speak with you to discuss your concerns in more detail and so that we can advise you of what the next steps will be. If we cannot speak with you directly, we will respond to you by letter.
- Your complaint will then be investigated thoroughly and impartially. This may involve us requesting more information from you or arranging to meet with you. In certain circumstances we may also need to request further information from members of our team
- We shall provide you with a written response to your complaint once our investigation is concluded. We aim to provide our written response within 14 working days of your first contact with us. If we are not able to do this for any reason, we will let you know.
- Our written response will detail the outcome of our investigation and what we have done to address or rectify the concerns or complaint you have raised with us.
- We will always aim to rectify any concerns you have with our service promptly and impartially. If following the completion of our investigation and our discussions with you, we are unable to resolve the situation to your satisfaction then you can request that your complaint is forwarded to NAFD Resolve. NAFD Resolve is the UK's only free and independent resolution service. It is fully funded by the NAFD, with conciliation and adjudication services provided by qualified professionals from the Centre for Effective Dispute Resolution (CEDR).