

West & Coe - Complaints Policy

Doing the right thing every time is important to us. If you ever feel we haven't met your expectations, we encourage you to let us know and we'll do our best to put things right.

We'd recommend you contact the funeral home that's been supporting you and let them know that something wasn't right. If you feel your feedback needs to be looked at by someone else, you can get in touch with our Senior Manger Team at Head Office Dagenham.

Here are three ways to reach our Senior Manger Team at Head Office Dagenham. Choose the one that's right for you:

By phone on 020 8592 0164

By email at dagenham@westcoe.co.uk

In writing to Senior Manger Team, 620 Rainham Road Sout, Dagenham, RM10 8YP.

What happens next?

We aim to solve problems straight away, but more complex matters may take a little longer. If we need to look into things and we can't resolve your complaint immediately we'll note your contact details, investigate your feedback and let you know when you can expect to hear from us again.

These are the steps we'll take:

- We'll log the complaint so that there's a record of it.
- We'll acknowledge it in writing within 72 hours of receiving your feedback.
- We'll investigate to fully understand what's happened and we'll speak with the right people.
- We may need to ask you further questions to get more detail and find a solution, and we'll either call you or email you if we need to.
- We'll do all we can to resolve your concerns and we'll ask you if you agree with our findings. We'll also let you know what happens next.
- If it takes us longer than 28 days to resolve things, we'll write to you and let you know how our investigation is moving forward.
- You should expect us to resolve more complex complaints within 56 days of receiving them. If there's any change to this timeline, we'll let you know so that you're informed of progress.
- We'll usually provide you with a final written response within 56 days of acknowledging your complaint.
- If our response hasn't resolved things for you, please let us know, as we want to do the right thing by you every time.

If you're still not happy with us

If you're not happy with how we've looked after your complaint, you can contact The National Society of Allied and Independent Funeral Directors (SAIF) who'll independently review your complaint. See below for more details.

The National Society of Allied and Independent Funeral Directors (SAIF)

SAIF was established in 1989 to support independent, mostly family owned funeral directors, concerned about the proliferation of larger conglomerates.

They currently have approximately 1000 members across 1,865 sites, as well as an additional 100 Associate members who supply products or services to the funeral profession.

SAIF are a free, independent service that looks into disputes between funeral providers who hold membership of SAIF, and the clients of these member funeral providers. West & Coe Funeral Directors is a member of SAIF.

SAIF offer a complaint resolution service and we're bound by the outcome that they decide. Further details of this process and the application procedure are available on the SAIF website: www.saif.org.uk/