

# **Funeral Arbitration Scheme**

## **Complaint Procedure**

### **Aim**

**To treat all complaints positively and objectively**

**The designated senior persons for handling complaints are**

**Julian and Karen Hussey**

**In the event of receiving a complaint from a client, by telephone or in writing, the following procedure should be followed:-**

1. A written acknowledgment is to be sent out within 10 working days , stating:
  - a. A full investigation of the complaint will be made by Julian or Karen (Company Directors) and a written response will be given within 3 weeks.
2. If no resolution is reached, the client will be offered the opportunity to go on the 'Funeral Arbitration Scheme' (FAS) and be given the appropriate leaflet.