

PUBLIC COMPLAINTS POLICY

EFFECTIVE DATE: 3RD APRIL 2024

At Harold P Heywood, T. Collins & Son, and Wild & Brierley, we are committed to providing a caring, respectful, and professional service at all times.

We understand that arranging a funeral is a deeply emotional experience, and if something has not met your expectations, we genuinely want to know so that we can put it right.

HOW TO RAISE A CONCERN

If you have any concerns about our service, please contact us as soon as possible. We will always try to resolve matters quickly and informally where we can.

You can contact us:

- By telephone
- By email
- In writing
- In person at one of our branches

OUR COMMITMENT TO YOU

If a concern cannot be resolved straight away, we will pass the complaint on to Managing Director Mr Darren Malcolm Clark and he will:

- Acknowledge your complaint within **3 working days**
- Carry out a fair and thorough investigation
- Provide a full written response within **10-14 working days**

If we need more time, we will keep you informed.

IF YOU ARE NOT SATISFIED

If, after receiving our final response, you feel that your complaint has not been resolved, you may refer the matter to the relevant independent trade association:

T. Collins & Son and **Wild & Brierley** - National Association of Funeral Directors
Harold P Heywood - Society of Allied and Independent Funeral Directors

Alternatively you may approach the FAS (Funeral Arbitration Scheme).

These organisations offer independent support and, where appropriate, mediation.

OUR APPROACH

All concerns are handled with sensitivity, confidentiality, and respect. We will always listen carefully and aim to respond in a way that is fair, understanding, and constructive.

We are committed to learning from feedback to ensure we continue to provide the highest standard of care.

FINAL NOTE

If something has not been right, please do not hesitate to contact us. We are here to support you and will do everything we reasonably can to resolve your concerns.