

COMPLAINTS POLICY

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 the proprietor of the business, Jane Diamond, in any of the ways listed below:

- By email to jane@familytreefunerals.co.uk
- By telephone on 01453 767769
- By writing to Jane Diamond, Family Tree Funeral Company, 1 Middle Street, Stroud, Glos, GL5 1DZ

What happens next?

We will acknowledge receipt of your complaint within five working days. We will then review your complaint and arrange a meeting or telephone conversation which we hope will enable us to resolve the situation with you. The exact timescale for this procedure will depend on the specific circumstances of your complaint, but we will aim to keep you informed of progress throughout.