

How to make a **complaint**

We want to know when something has gone wrong. Tell us, and we will put it right.

HOW TO TELL US

Speak to any member of our team. Or write to the director:

The Director, The Modern Funeral

19 Station Road, Brighton BN1 6SF

01273 569 052 · contact@themodernfuneral.com

Anyone affected by what we did can complain. You do not have to be the person who arranged the funeral.

WHAT WE WILL DO

- We acknowledge your complaint within two working days.
- We look into it properly.
- We reply to you in writing within fourteen days.
- If it will take longer than that, we tell you, and we tell you when to expect our answer.

Our aim is to put the thing right, not to defend ourselves.

IF YOU ARE NOT SATISFIED WITH OUR ANSWER

You can take your complaint to SAIF, the National Society of Allied and Independent Funeral Directors. We are a member, and we are bound by their Code of Practice. Contact the SAIF Business Centre, or see saif.org.uk.

Where your complaint is about funeral prices or the information we published about them, you can take it to the Competition and Markets Authority, which oversees the Funerals Market Investigation Order 2021.

WHAT WE RECORD AND REPORT

Where a complaint concerns the care of a person who has died, or a possible breach of the SAIF Code of Practice, we notify the SAIF Business Centre within 48 hours of the complaint being made. The same applies to any complaint about the Funerals Market Investigation Order.

We record every complaint: what was said, what we did, what we concluded, and what changed as a result. We review them every year and change how we work where we need to.