

Complaints Procedure

At Jonathan Alcock and Sons & George Hill Funeral Directors, we genuinely care about the families we serve and always strive to provide the very best level of care and support. If, for any reason, you feel that we have fallen short of your expectations, we want to hear from you. Your feedback helps us improve and ensure that every family receives the service they deserve.

We kindly ask that all complaints are submitted **in writing**, so we can fully understand your concerns and respond carefully and fairly.

1. Acknowledging Your Complaint

Once we receive your written complaint, we will write to you within **five working days** to confirm that it has been received.

- Your concerns will be looked into by our Head of Operations, **John Wild**, who will carry out a full and fair investigation.
- We aim to provide a detailed written response **within twenty-one working days**.
- If, for any reason, we need more time to look into the matter, we will keep you updated in writing and let you know when you can expect to hear from us.

2. If You're Still Not Satisfied

If you feel that your concerns have not been resolved, you can ask for the matter to be reviewed by our **Acting Head of Business, Ryan Guerin**. Ryan will take a fresh look at your complaint to ensure everything has been handled thoroughly and fairly.

3. Response

You will receive a further written response from Ryan Guerin **within fourteen working days** of your complaint being escalated.

4. Independent Review

If, after receiving our final response, you still feel unhappy with the outcome, you are welcome to contact the **Funeral Arbitration Scheme (FAS)** for independent advice and review. We will provide you with the relevant leaflet and information to help you do this.

5. Confidentiality and Care

We treat every complaint with the utmost confidentiality and sensitivity.

Your information will only be shared with those directly involved in resolving your concerns and will be handled in accordance with data protection laws.

6. Keeping a Record

We keep copies of all complaint-related correspondence to help us monitor and improve our standards of service.

Our Promise

We value your feedback and take every concern seriously. Thank you for giving us the opportunity to put things right and to continue improving the care we provide to all the families we serve.