If You Are Still Unhappy

If you are still unhappy with our response you can contact **The National Society of Allied & Independent Funeral Directors (SAIF)** in any of the ways listed below, quoting our membership number xx:

By email - info@saif.org.uk

In writing to -

The National Society of Allied and Independent Funeral Directors
SAIF Business Centre
3 Bullfields
Sawbridgeworth
Herts CM21 9DB

By phone – Tel: 0345 230 6777 or 01279 726 777

By fax – Tel: 01279 726 300

On receipt of the completed Complaints Form which is available from the SAIF website www.saif.org.uk or by contacting the SAIF Business Centre, your complaint will be acknowledged within 7 days then fully investigated. Timescale for findings and final response will vary depending on each individual case and investigation.

Please note that The National Society of Allied and Independent Funeral Directors (SAIF) will not investigate a complaint unless the internal complaints procedure of the Funeral Directors has been exhausted.

If You Are Still Unhappy

If you are still unhappy with the response and final decision of The National Society of Allied and Independent Funeral Directors (SAIF) you can request that your complaint be referred to **Centre for Effective Dispute & Resolution (CEDR).** For more information and to download leaflet of the scheme please visit - **www.saif.org.uk**

JEREMY RULE FUNERAL SERVICE

COMPLAINTS PROCEDURE

Jeremy Rule Funeral Service

12 Church Lane

ROYSTON

Hertfordshire

SG8 9LG

Our commitment to clients'

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 Mr Jeremy Rule, in any of the ways listed below:

By email –

info@jeremyrulefunerals.co.uk

In writing to -

Jeremy Rule Funeral Service,
12 Church Lane,
ROYSTON,
Hertfordshire, SG8 9LG

By phone – Tel: 01763 242560

In person (by appointment only) at –

Jeremy Rule Funeral Service,
12 Church Lane,
ROYSTON,
Hertfordshire, SG8 9LG

Your complaint will be acknowledged within 3 days and fully investigated within 5 working days.

If you are unhappy with the response, you can contact Jeremy Rule in any of the ways listed below:

By email –

info@jeremyrulefunerals.co.uk

In writing to -

Jeremy Rule Funeral Service,
12 Church Lane,
ROYSTON,
Hertfordshire, SG8 9LG

By phone – Tel: 01763 242560