**CLIENT COMPLAINTS**

**Policy Statement**

It matters hugely to Safe Hands that the clients we support have the experience that they need and that every detail of the funeral goes to plan. Wherever possible we plan and prepare for all eventualities, but when we miss the mark we want to make sure that any complaints are taken seriously and handled in a consistent and timely way.

Safe Hands therefore actively welcomes all feedback on all parts of our service, including those directed at staff, practices, prices or processes.

This policy sets out how we will respond to complaints consistently, effectively, sensitively, fairly and thoroughly. All complaints will be treated in the strictest confidence.

**Complaints process**

If you have a complaint about any part of the service you received from Safe Hands, we would encourage you to make this as soon as possible after the event. You can make a formal verbal or written complaint to your Funeral Director or any other member of the Safe Hands team. Any formal complaints whether verbal or written, will be dealt with in writing (unless the client has specified a preferred means).

The complaint will be registered and an acknowledgement will be sent back to the client or family representative within 5 working days.

A full response to the complaint will be provided by a member of Safe Hands team, within 10 working days of receipt of the complaint. We are committed to trying to resolve complaints as quickly as possible, therefore, in straightforward complaints it may be possible for the complaints handler to respond within a few days.