

Our guide to complaints: Funeral plans

Simplicity Cremations are committed to delivering a high-quality service, but appreciate that sometimes, unfortunately things may go wrong. Letting us know when you are unhappy with your experience gives us the opportunity to put things right and make sure that we continue to improve to deliver the best possible service in the future.

The below summarises the six steps of our complaints handling process:

Step 1 Contacting Us

There are 3 easy ways to contact us:

Email us: complaints.resolutions@simplicity.co.uk

Call us on [0800 731 0655](tel:08007310655)

Write to us at:

Complaint Resolutions Department
Simplicity Cremations
4-10 King Edwards Court
King Edwards Square
Sutton Coldfield
West Midlands
B73 6AP

Step 2 Acknowledging your complaint

We understand that resolving your complaint quickly is of the utmost importance, but to ensure we reach a fair outcome for you, we want to conduct a thorough investigation, and this can take time. We will write to you to acknowledge your complaint within 5 working days from the receipt of your complaint.

Step 3 Investigating your complaint

One of our trained Complaint Resolution team will investigate your complaint. They will assess the details of your complaint thoroughly, fairly and impartially in order to reach a decision. To help with their investigations, they may need to contact you to request any additional information they will need.

Step 4 Keeping you updated on our progress

Our aim is to reach a conclusion within 4 weeks of the receipt of your complaint, but this can depend on the complexity of your case. If we have not resolved your complaint by this time, we will ensure you are kept updated on the progress of our investigations.

Step 5 Informing you of our decision

We will always endeavour to inform you of our decision over the telephone. Where we have not been able to discuss our decision over the telephone we will confirm our decision in writing in a final response letter, but we may still want to discuss the outcome with you. This letter will detail a full account of our findings and the rationale for our decision.

In the event that your complaint has not been resolved within 8 weeks from the date of receipt, we will either provide you with a final response letter, or a further update on the progress of our investigation, explaining why we are not yet in a position to provide you with our final response. At this point we will also inform you that you have the option to refer your complaint to the Financial Ombudsman Service and provide you with a booklet giving you further details on the service they provide.

Step 6 The Financial Ombudsman Service

If you are not happy with our final response or, 8 weeks have passed since you initially raised your complaint with us you may refer your complaint to the Financial Ombudsman Service. The Financial Ombudsman Service was set up by law to give most consumers a free, independent service for resolving disputes with financial firms.

If you have a complaint, you should always contact us first. The Ombudsman will only consider your complaint once you have attempted to resolve it directly with us. You have a period of 6 months in which to refer to the Ombudsman. The 6-month period starts from the date of the final response.

The contact details of the Financial Ombudsman Service are as follows:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Telephone: **0800 023 4567** or **0300 123 9 123**

Email: **complaint.info@financial-ombudsman.org.uk**

Simplicity Cremations is a trading name for Dignity Funerals Limited. Dignity Funerals Limited is registered in England No. 00041598. VAT No. 486 6081 14. Registered office is: 4 King Edwards Court, King Edwards Square, Sutton Coldfield B73 6AP. Dignity Funerals Limited is authorised and regulated by the Financial Conduct Authority under Firm Reference Number 967130.

Calls may be recorded for monitoring and training purposes. All calls made to 0800 and 0808 numbers are free of charge, whether made from a landline or mobile phone.

Please note: the selling and administering of funeral plans is regulated by the Financial Conduct Authority (FCA). However, if you are buying a funeral without a funeral plan, it will not be covered by FCA regulation.

We are a member of the National Association of Funeral Directors.