

Our guide to complaints

Complaints procedure

Simplicity Cremations strive to provide the best possible care and service to the families we serve; we recognise that on occasion problems can arise, and mistakes may be made. This may mean that you wish to make a complaint about our services.

We encourage you to let us know if you have any concerns as soon as possible, to give us a chance to immediately rectify any issues you may have.

We welcome all feedback, positive or negative and pride ourselves on using this feedback constructively to continuously improve the service we offer.

Our aim is to deal with all complaints promptly and fairly, with decisions based on a sufficient investigation of the circumstances.

If you wish to complain

In the first instance, if you have any questions or concerns, speak to a member of the team as they may be able to answer any queries you have directly.

If you decide you'd like to make a formal complaint, you can do this in a number of ways:

Telephone: Complaint Resolutions Team on 0800 783 7171

Email: complaint.resolutions@simplicity.co.uk

Or write to us at the following address:

Complaint Resolutions Team, Simplicity Cremations, King Edwards Court
4 King Edwards Square, Sutton Coldfield, West Midlands, B73 6AP

Complaints process

Acknowledge

Depending on how we receive your complaint, we aim to acknowledge it by the next working day.

Investigate

Based on the level of complaint we will usually conduct an investigation to get to the root cause of the problem. This will allow us to answer your complaint to the best of our ability.

Resolution

We hope to resolve complaints within 14 working days, although depending on the complexity, this may be longer.

Alternative Dispute Resolution

Once resolved, if you are still dissatisfied, you can contact *NAFD Resolve* who offer an independent funeral consumer complaints service.

NAFD Resolve is the independent funeral complaints service. It's free, easy to use and covers 4,100 UK funeral homes that are members of the National Association of Funeral Directors. It is fully funded by the NAFD, with conciliation and adjudication services provided by qualified professionals from the Centre for Effective Dispute Resolution (CEDR).

You can make a complaint via the online complaint form on the complaints section of the website: nafd.org.uk.

If you do not have access to the internet, you can request a call back from a member of the complaints team by leaving a voice message on 0121 711 1636.