SULLIVAN & SONS
FUNERAL SERVICE LTD

Complaints Policy

Sullivan & Sons Funeral Service Ltd

Our complaints policy explains how to raise a concern about any part of the service or products we provide, how we will respond, and what you can do if you remain unhappy.

Our commitment to clients

We aim to make it as easy as possible to make a complaint. We take complaints seriously, deal with them promptly and in confidence, and learn from them to review and improve our service.

What is a complaint

A complaint is when you tell us that you are unhappy with any part of the service or products we provide.

How to make a complaint

Please contact our Proprietor, Mr Paul Sullivan, using any of the following methods:

Email	paul@sullivanandson.co.uk
In writing	Paul Sullivan, c/o Sullivan & Sons, 12 Beaconsfield Road, Dover, Kent CT16 2LL
Telephone	01304 201322
In person	By appointment with Mr Paul Sullivan, at your home if local or at 12 Beaconsfield Road, Dover, Kent CT16 2LL.

What happens next

We will acknowledge your complaint within 3 days and fully investigate it within 5 working days.

If you remain unhappy

If you are unhappy with our response, you can contact the National Society of Allied and Independent Funeral Directors (SAIF). Please quote our membership number 2841. SAIF will not investigate a complaint until the funeral director's internal complaints procedure has been exhausted.

Contact SAIF

Email	info@saif.org.uk
In writing	The National Society of Allied and Independent Funeral Directors (SAIF), SAIF Business Centre, 3 Bullfields, Sawbridgeworth, Herts CM21 9DB
Telephone	0345 230 6777 or 01279 726 777
Fax	01279 726 300
Website	www.saif.org.uk

SAIF's Complaints Form is available from its website or by contacting the SAIF Business Centre. Once SAIF receives the completed form, it will acknowledge the complaint within 7 days and investigate it. The time needed to provide findings and a final response will depend on the individual case and investigation.

Independent dispute resolution

If you remain unhappy with SAIF's response and final decision, you can request that your complaint is referred to the Centre for Effective Dispute Resolution (CEDR). Information about the scheme and a leaflet are available at www.saif.org.uk.