



GEORGE SIMNETT
FAMILY FUNERAL DIRECTORS
HONOURING A LIFETIME®

Terms of Business & Company Disclosure

Terms of Business

George Simnett Family Funeral Directors request 100% of the final funeral total, at least 2 working days prior to the service date, in order to carry out any services provided.

Payments are accepted by way of BACS, debit or credit card, cheque or cash.

Failing to abide by the above terms and conditions may result in service cancellation or postponement.

Please note, when an account is to be sent to a bank or solicitor, the above terms and conditions still apply.

(Additional interest may be added to the final account for late payment at a rate of 2.5% per month until settlement).

Company Disclosure

George Simnett Family Funeral Directors is a trading name for G. E. Simnett & Family Funeral Directors Ltd. Limited company registered in England & Wales No. 07891968.

Director: George E. S. Simnett

We are an independent company with no association to any group and have no financial interest in any price comparison website.

We have never made any donation, contribution or payment to any third party connected to the funeral sector. George Simnett Family Funeral Directors has not donated to any registered charity within the last financial year.

Charitable Donations Procedure

George Simnett Family Funeral Directors does not handle charitable donations away from any funeral service.

Our policy, regulation and NAFD guidelines enforce us to hand any monies taken on the funeral service day to our client at the time of the final departure.

Payment Details

Debit/credit card: You can visit our branches or pay over the phone using the card terminal.

Cheque or cash: All cheques must be made payable to (G. E. Simnett & Family Funeral Directors Ltd.)

BACS: Lloyds Bank, Mansfield, sort code: 30 - 95 - 43, account no: 23396360

*If you are paying this account via BACS, please use the above funeral reference number as reference and ensure you contact our office to inform us that payment has been made.

John Simnett House
96c Wood Road
Chaddesden
Derby
DE21 4LZ
Tel: 01332 327199
chaddesden@georgesimnett.co.uk

Walker House
65 High Street
Chellaston
Derby
DE73 6TB
Tel: 01332 690211
chellaston@georgesimnett.co.uk

Williams House
77 Sitwell Street
Spondon
Derby
DE21 7FH
Tel: 01332 661195
spondon@georgesimnett.co.uk



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Director: Mr George E. S. Simnett



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Complaints Procedure

If G. E. Simnett & Family Funeral Directors Ltd T/A George Simnett Family Funeral Directors receives a complaint - which must be received in writing - the following procedure will be followed. If the complaint is received verbally, the complainant will be requested to put this in writing. This is to prevent any misunderstanding between the complainant and G. E. Simnett & Family Funeral Directors Ltd T/A George Simnett Family Funeral Directors

- 1) A written acknowledgement of the complaint will be made within seven working days of receipt. This will confirm that a full investigation of the complaint will be carried out by Mr George E. S. Simnett and that, where possible, a written response will be given within twenty-one working days.

Where these timescales cannot be met due to the nature of the complaint or length of time needed to investigate the concerns raised, we will ensure the complainant is kept informed in writing of this.

- 2) If the complaint is not resolved to the complainant's satisfaction, the matter will be passed to the Managing Director/owner/proprietor or someone who holds a similar senior management position.
- 3) A further written response from the Managing Director/senior management will then be given within fourteen working days.
- 4) If, after this stage, no resolution is reached, you will be offered the opportunity to make a complaint to the National Association of Funeral Directors (NAFD), of which this firm is a member.

If you are the contractual client, you will have the option to proceed via NAFD's independent complaints resolution service - NAFD Resolve - and will be given the appropriate leaflet and guidance regarding this.

All complaints to NAFD must be made in writing *within twelve months of whichever is the latter of: the date of which the contract was entered into; the date of burial or cremation; or the date of which the contract was (or should have been) fulfilled.* Copies of all correspondence with G. E. Simnett & Family Funeral Directors Ltd T/A George Simnett Family Funeral Directors in respect of the complaint must be included within the submission.

You can make an official complaint to NAFD by one of the following methods: -

- completing the complaints form at www.nafd.org.uk/standards/nafd-resolve/;
 - by email to complaints@nafd.org.uk, or
 - in writing to NAFD Complaints Team, 618 Warwick Road, Solihull B91 1AA.
- 5) All information regarding a complaint will be handled confidentially and sensitively, informing only those who need to know, and will follow any relevant data protection requirements.
 - 6) **In every instance, all correspondence - either received or sent - will be copied and retained on file in accordance with GDPR.**

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