



## Complaints Procedure

At White Rose Funeral Service, we maintain exceptionally high standards when it comes to delivering services to our clients and those entrusted to our care.

Our commitment revolves around transparency in all aspects of our business, including a clear understanding of our services and offerings. Our primary objective is to consistently provide the highest quality of care and service.

### Addressing Concerns:

If you have questions or concerns, we strongly encourage you to reach out to a member of our dedicated team for assistance. Additionally, you have the right to file a formal complaint. We recommend initiating a conversation with us as the first step to resolve any issues. We will handle formal complaints as swiftly as possible and work with you to understand the details and circumstances involved. In some cases, this may involve third parties, such as funeral officiants or activities held at external venues. While recognising potential third-party involvement, we will make every effort to reach a satisfactory resolution by engaging these third parties on your behalf, when appropriate and feasible.

Please be aware that there may be legal constraints limiting our response to certain aspects of a complaint, such as duties of confidentiality or data protection laws. Despite these constraints, we strive to be as transparent as possible in addressing any complaints.

### How to Lodge a Complaint:

You can submit a complaint through the following means:

1. In Person: Schedule an appointment to visit the funeral home related to your complaint.
2. By Phone: Contact the relevant funeral home by phone.
3. By Email: Send an email to [stephen@whiterosfunerals.co.uk](mailto:stephen@whiterosfunerals.co.uk).
4. By Mail: Address your complaint to White Rose Funeral Service, 7 Blacker Road, Barnsley, South Yorkshire, S75 6GW.



## **The Process:**

### **Stage 1: Acknowledgement of Complaint**

We endeavor to acknowledge your complaint within 7 working days, providing a written response via email or phone.

### **Stage 2: Investigation**

To commence the investigation process, we may request additional information to fully understand the nature of the complaint.

### **Stage 3: Resolution and Discussion**

Within 20 working days from receiving a complaint, we aim to complete our investigation and present a reasonable resolution. We may need to maintain ongoing communication with you to discuss the resolution.

### **Stage 4: Appeal**

If the proposed resolution is not accepted, then an appeal should be sent to us in writing within 10 working days of the receipt of the proposed resolution. We will review the appeal and communicate any final response. We will also provide details of a dispute resolution service if you remain dissatisfied with our final response.

## **Please note.**

In case the previously mentioned timeframes cannot be met, we will collaborate with you to establish a suitable, alternative timeframe.

## **Privacy**

We respect your privacy and acknowledge your right to it. When addressing complaints, we give due consideration to confidentiality, ensuring that all complaints are managed in accordance with the provisions of the Data Protection Act 2018.