



**KATIE MILLS**  
INDEPENDENT FUNERAL SERVICE



## Our commitment to you

We are members of trade bodies who hold us to strict codes of practice. This gives you rights if something does go wrong.

**NAFD**  
Resolve

# Our Complaints Procedure

## Our commitment to our clients

### We aim to ensure that:

- \* Making a complaint is as easy as possible and we treat your complaint seriously
- \* We deal with your complaint promptly and in confidence
- \* We learn from complaints and use them to review and improve our service.

### What is a complaint?

A complaint is when you tell us you are not happy about any part of the service and/or the products we provide.

### How to make a complaint

If you wish to make a complaint you can contact either of our Partners, Mr. Robert Potter or Miss Katie Mills, in any of the ways listed below:

**By email - [office@kmillsfuneralservice.co.uk](mailto:office@kmillsfuneralservice.co.uk)**

**In writing to -  
Katie Mills Independent Funeral Service  
342 Torquay Road  
Paignton  
Devon  
TQ3 2DQ**

**By phone - Tel: 01803 520103**

Your complaint will be acknowledged within 3 days and fully investigated within 5 days.

If you are unhappy with the response you can contact our Partners, Mr. Robert Plotter or Miss Katie Mills;

**By email - [office@kmillsfuneralservice.co.uk](mailto:office@kmillsfuneralservice.co.uk)**

Your objection to the complaint resolution will be acknowledged within 3 days and fully investigated within 5 days.

### If You are still unhappy with the outcome?

If you are still unhappy with our response you can contact NAFD Resolve

**Online - [www.nafd.org.uk](http://www.nafd.org.uk)**

**By phone - Tel: 0121 711636**

We, as members of the NAFD, are bound by the terms of the NAFD's Code of Practice. This requires us to provide a very high level of service to you and, if a complaint is raised, to abide by the outcome of the NAFD Resolve process.

A copy of the NAFD Code of Practice is available from your funeral director, or can be downloaded from the NAFD website.

## NAFD Resolve has three stages:

### Stage 1 - Discussion

The NAFD will contact the member firm and encourage them to work with you to seek a resolution. The vast majority of complaints are resolved at Stage 1.

### Stage 2 - Conciliation

If, after 28 days from the date that the NAFD was notified, the matter remains unresolved, an independent and qualified conciliator will be appointed to assist the parties reach a resolution.

### What is Conciliation?

Conciliation is an informal process for resolving disputes through assisted negotiations. A trained professional conciliator will work with the customer and the funeral director to assist them in finding a resolution. The customer and funeral director remain in control of what the resolution could be but the conciliator may suggest a possible resolution to consider in the event that they are unable to reach one for themselves. Any resolution reached through conciliation would become binding upon both as a contractual agreement once signed

### Stage 3 - Adjudication

If conciliation does not resolve the matter, an independent adjudicator is appointed to settle the matter for good.

### What is Adjudication?

Adjudication is a process by which an adjudicator, who is usually legally qualified, weighs up the documents and evidence provided by the customer and the funeral director in order to reach a decision. The adjudicator will consider the law relevant to the subject matter of the dispute at hand. The adjudicator's decision is binding upon both parties if the customer chooses to accept it. If the customer chooses not to accept the decision, it will have no binding effect on either party.

The decision of the adjudicator marks the end of the NAFD Resolve process. If you choose not to accept the decision of the adjudicator you are free to seek independent legal advice on the next steps.