



NAFD Resolve

Simple | Independent | Free



**The independent funeral
consumer complaints service**

Operated in conjunction with



Not satisfied with the service provided by your funeral director?

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).

CEDR is an independent non-profit organisation and a registered charity with a vision that better conflicts result in better outcomes leading to a better world. Their mission is to provide society with skills and solutions for effective dialogue and to bring about sustainable change.

Your funeral director, as a member of the NAFD, is bound by the terms of the NAFD's Code of Practice. This requires them 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.

How to use NAFD Resolve

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

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

You will receive notification that we have received your complaint within three working days.

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 next steps.



Am I eligible to use NAFD Resolve?

The NAFD Resolve service is only available to the customers of NAFD member funeral directors.

To complain through NAFD Resolve, the funeral director you used must have been a member of the National Association of Funeral Directors at the time the service you have concerns about were provided.

They must also have provided you with either a funeral, or goods and/or services costing in excess of £1,000.00.*

The complaint must be made within 12 months.*

* Please see the full NAFD Resolve terms and conditions (available at nafd.org.uk/resolve) for further details.



Contact us

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If you have any questions about NAFD Resolve,
please contact us on:

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B91 1AA

Telephone: **0121 711 1636**

Email: **resolve@nafd.org.uk**

www.nafd.org.uk/resolve