



*Parker's*

*Independent Family Funeral Directors*

Great Western House  
9 Devon Square  
Newton Abbot  
Devon  
TQ12 2HN  
Tel: 01626 437001  
Email: parkersfd@gmail.com

## COMPLAINTS POLICY

### INTRODUCTION

Our commitment to 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 our **Funeral Director**, Mr Nicholas Parker, in any of the ways listed below:

**By email** – [parkersfd@gmail.com](mailto:parkersfd@gmail.com)

**In writing to** –

**Parker's Independent Family Funeral Director**

**Great Western House, 9 Devon Square, Newton**

**Abbot, TQ12 2HN**

**By phone** – Tel: 01626 437001

Please Refer to the SAIF complaints handling and investigation information to support the reconciliation of the compliant.



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## **REVIEW, APPROVAL & PUBLICATION**

This policy will be reviewed annually, and in response to any issues identified.

Parkers Independent Family Funeral Directors is ultimately responsible for this policy.

This document will be placed in the file for Staff.

## **DOCUMENT CONTROL INFORMATION**

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