



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

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 complaint.



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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

Document Name	Complaint Policy
Owner	Karen Parker, Senior Administration
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Approved By	Parkers Independent Family Funeral Directors Management Team
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