

COMPLAINTS POLICY [Version 02.10.2021]

About Us

We are Peace Burials Limited, trading as Peace Funerals. We are a private limited company registered in England & Wales. Our registered company number is 03016870. Our registered address is our South Sheffield Funeral Home, Gleadless Mount, Sheffield, SL12 2LN.

We are authorised and regulated by the Financial Conduct Authority, FRN: [Insert]

The FCA requires its regulated Firms to implement a Complaints Handling Policy that enables the effective identification, investigation, and resolution of customer complaints.

As part of our mission to treat our customers fairly, we are committed to ensuring that customers do not experience any post-sale barriers such as difficulties in lodging complaints. This policy provides you with information on how to complain, what to expect and, if necessary, how and who to appeal to.

Submitting Your Complaint

We pride ourselves on our customer service and hope you never have cause to complain. If you do wish to make a complaint you can do so formally, in writing, by post or email, or by calling us on the phone, using the following contact details:

By Post: Peace Funerals, Complaints, Gleadless Mount, Sheffield SL12 2LN

By Email: info@peacefunerals.co.uk

By Phone: 0114 253 0505

If you feel dissatisfied with any part of our service, do let us know. We will try to resolve matters as efficiently and effectively as possible for you. We treat all expressions of dissatisfaction in accordance with this complaints policy to ensure your concerns are recorded, investigated and resolved appropriately.

Receipt & Acknowledgement

We aim to resolve complaints as quickly as possible. We will aim to do this by close of business on the third working day following receipt of a complaint. If we can agree a resolution with you within this time frame, we will write by letter or email, confirming the agreed resolution and explain the next steps.

There may be occasions when we need more time to resolve a complaint. If this is the case, we will send a written or electronic acknowledgement of the complaint within five business days, which outlines our understanding of your complaint points and identifies the individual who will investigate the complaint.

Wherever possible, that person will not have been directly involved in the issues which are the subject of the complaint.

Complaint Investigation

We will endeavour to issue a final written response to your complaint within 8 weeks of initial receipt.

Our 'final response', will be a written response which:

(a) accepts the complaint and, where appropriate, offers redress or remedial action (appropriate redress will not always involve financial redress); or

(b) offers redress or remedial action without accepting the complaint; or

(c) rejects the complaint and gives reasons for doing so

and which:

(d) informs the complainant that if they are not satisfied with our response then they may refer their complaint to the Financial Ombudsman Service online, by email or telephone.

Appeals

If a complaint is not resolved after eight weeks, we will explain why we are not in a position to make a final response and indicate when we expect to be able to provide one or; if you are dissatisfied with our final response you may appeal to the Financial Ombudsman Service who can undertake an independent review of the complaint and our handling of it. The **Financial Ombudsman Service** (FOS) can be contacted:

By Phone: **0800 023 4567** (8am – 5pm Mon – Fri)

Online: <https://www.financial-ombudsman.org.uk/contact-us/complain-online>

In writing: complaint.info@financial-ombudsman.org.uk

The FOS will contact us about our handling of your complaint. They will either uphold our decision (detailed within our final response to you) or they may decide that an alternative resolution is more appropriate. This may or may not include financial compensation.

Complaints About our Funeral Services

If your complaint does not relate to the sale or provision of our Funeral Plans (which are financial products, regulated by the FCA) but about the delivery of our Funeral Director services, you may wish to raise your complaint with the National Association of Funeral Directors (NAFD) or the National Society of Allied and Independent Funeral Directors (SAIF). We are members of both organisations and abide by their Industry standard codes of conduct. You can find their contact details here: <https://nafd.org.uk/> ; <https://saif.org.uk/>