

H Kemp and Son Limited

COMPLAINTS PROCEDURE

259 – 261
Hallgate
Cottingham
East Yorkshire
HU16 4BG



*Registered No. 4678725
England & Wales*

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 **Director**, Mr David Kemp, in any of the ways listed below:

By email hkempandsonltd@gmail.com

Via our Website:

(Contact Us Page)

www.hkempandsonltd.com

In writing to -

H Kemp and Son Limited
259-261 Hallgate
Cottingham
East Yorkshire
HU16 4BG

By phone – Tel: 01482 844695

By fax – 01482 843898

In person (by appointment only) at –

H Kemp and Son Limited
259-261 Hallgate
Cottingham
East Yorkshire
HU16 4BG

Your complaint will be acknowledged within 5 days and fully investigated within 7 working days.

If You Feel Your Complaint Has Not Been Dealt With Satisfactorily

If you are still unhappy with our response you can contact **The National Society of Allied & Independent Funeral Directors (SAIF)** in any of the ways listed below, quoting our membership number 344:

By email - info@saif.org.uk In writing to -

The National Society of Allied and Independent Funeral Directors
SAIF Business Centre 3 Bullfields
Sawbridgeworth Herts CM21 9DB

By phone – Tel: 0845 230 6777 or 01279 726 777

By fax – Tel: 01279 726 300

Your complaint will be acknowledged within 7 days then fully investigated. Timescale for findings and final response will vary depending on each individual case and investigation.

Please note that The National Society of Allied and Independent Funeral Directors (SAIF) will not investigate a complaint unless the internal complaints procedure of the Funeral Directors has been exhausted.

If You are Still Unhappy

If you are still unhappy with the response and final decision of The National Society of Allied and Independent Funeral Directors (SAIF) you can request that your complaint be referred to **The Independent Funeral Directors Arbitration Scheme**. For more information and to download leaflet of the scheme please visit - www.saif.org.uk