Complaints Information

SAIF and our members are committed to providing a high-quality service to all our clients.
When something goes wrong, we need you to advise us as this will help SAIF and our members to make service improvements.

Complaints are defined as formal requests from:

- Clients (this is the person who has completed the paperwork and entered into a contract with a funeral director or supplier) who wish to express a concern or dissatisfaction with the service provided by a SAIF member
- Customers who wish to express a concern or dissatisfaction with the service provided by the SAIF Business Centre (SBC)
- Members of SAIF expressing concern or dissatisfaction relating to a Quality Assurance inspection
- Complaints against members from third party organisations

What is an eligible complaint?

Eligible complaints are considered as relating to:

- Client complaints
  - Health & safety issues
  - Failure to provide contracted services
  - Breach of SAIF's Code of Practice
  - Terms & conditions
  - Lack of care of the deceased
  - Breach of legislation
  - Unprofessional behaviour
- Customer complaints about the SBC:
  - Customer service
  - Misleading marketing information
  - Equal opportunities
- Quality Assurance inspections
  - Professionalism of an inspector
  - Systems/and or processes
  - Lack of communication
- Third Parties
  - Where the actions of the member could bring SAIF into disrepute

Complaints Information

How to register a complaint:

- Client complaints – please click on this link https://saif.org.uk/about-saif/complaints/ for further information

- Complaints about the SBC (from member firms and their clients)
  - Please submit details in writing by email or post, including contact details, to:
    The Administration Manager, SAIF Business Centre, 3 Bullfields, Sawbridgeworth, Hertfordshire, CM21 9DB or
    Email: claire@saif.org.uk *

- Quality Assurance complaints from a member
  - Please submit details in writing by email or post, including contact details, to:
    The Administration Manager, SAIF Business Centre, 3 Bullfields, Sawbridgeworth, Hertfordshire, CM21 9DB or
    Email: claire@saif.org.uk *

- Third Parties
  - Please submit details in writing by email or post, including contact details, to:
    Standards, SAIF Business Centre, 3 Bullfields, Sawbridgeworth, Hertfordshire, CM21 9DB
    or Email: standards@saif.org.uk *

* When submitting information in writing it must be dated and include the following details:
  Full name of the complainant, contact details and their association with the company / individual that they are complaining about
  The name of the member and address
  Detailed statement of the complaint and the reason for making it
  Documentary evidence to the support the complaint (if applicable)

* Failure to provide all of the above may result in a delayed response and possibly the dismissal of the complaint.

* It also may not be possible to consider complaints appropriately without disclosure of the identity and other details of the complainant. However, if a complainant wishes any matter to remain private and confidential this must be stated clearly in the letter, otherwise SAIF will assume permission has been granted to disclose any information provided as appropriate and necessary.

Please note that anonymous complaints will not be processed.