



## SAIF: The National Society of Allied & Independent Funeral Directors

### 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 assessment
- Complaints against members from third party organisations
- Whistleblowers – these are concerns raised about the conduct, practice, ethical standards, care of the deceased by funeral directors who are members of SAIF and applies to:
  - Employees, contractors, volunteers working for SAIF member funeral directors
  - Clients, bereaved families, suppliers, contractors and third parties
  - Any person who becomes aware of wrongdoing in relation to a funeral director who is a SAIF member

#### 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 assessments
  - Professionalism of an assessor
  - Systems/and or processes
  - Lack of communication
- Third Parties
  - Where the actions of the member could bring SAIF into disrepute



## Complaints Information cont....

### Whistleblowers

- Breaches of SAIF's Code of Practice
- Unethical or dishonest behaviour, fraud or bereaved, or failure to treat the deceased with care and dignity
- Misrepresentation or misleading information given to clients
- Attempts to conceal wrongdoing or suppress concerns

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#### How to register a complaint:

- 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](mailto: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](mailto: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](mailto:standards@saif.org.uk)
- Professional Standards
  - If you are unhappy with the service provided by the Professional Standards Committee. 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](mailto:claire@saif.org.uk)
- Whistle Blowing
  - Please submit details in writing by email or post to:  
The Administration Manager, SAIF Business Centre, 3 Bullfields, Sawbridgeworth, Hertfordshire, CM21 9DB or  
Email: [claire@saif.org.uk](mailto:claire@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 support the complaint (if applicable)

Whether you have already reported this matter elsewhere

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 (unless it is Whistleblowing, where it is optional to remain anonymous).

SAIF can only accept complaints that are in English, and any response will be provided in English.