

Our complaint handling process for recently arranged funerals



How to complain and how we will respond

Distinct Cremations Limited is a direct cremation provider who, with our parent company Westerleigh Group, own all the facilities necessary across mainland Great Britain to be able to take care for the deceased throughout the whole cremation process. We have in place effective and transparent procedures for the reasonable and prompt handling of complaints in relation to this service.

This document sets out the complaints handling procedures that we will follow if you make a complaint.

How can you make a complaint?

You can make a complaint by any reasonable means – for example, letter, fax, email, telephone or in person. It is free of charge to complain.

To make a complaint, please contact:

Name: Distinct Cremations

Address: Unit 1, Oakfield Court, Brookfield Drive, Cannock, WS11 0JN

Email Address: client.care@distinctcremations.co.uk

Phone number: 0808 159 7580

What will we do once we have received your complaint?

Your complaint will be referred to our Customer Service Manager as soon as possible. If they are involved in the subject matter of the complaint, your complaint will be referred to another member of our senior management team.

We will promptly acknowledge your complaint in writing. In this acknowledgement, we will provide the name and title of the person that is handling your complaint. We will give this individual the authority necessary to investigate and settle the complaint. We will also include a copy of this policy at this time.

Investigating and resolving your complaint

We will investigate your complaint competently, diligently, and impartially with a view to deciding whether the complaint should be upheld and whether any remedial action and / or redress may be appropriate. We will set out our conclusions in a final response to you.

If we decide that redress is appropriate, we will aim to provide you with fair compensation for any acts or omissions for which we are responsible. If you accept our offer, we will promptly provide the compensation to you.

Our timetable for responding to you

Once we have acknowledged your complaint, we will keep you informed of our progress.

We shall aim to resolve the complaint within 3 days, but where this isn't possible, we will send a final response within 30 days of receiving your complaint.

Our response will also inform you that, if you remain dissatisfied, you may refer the complaint to the CEDR.

Centre for Effective Dispute Resolution (CEDR)

If you feel your complaint has not been treated fairly, you also have access to independent adjudication via the Centre for Effective Dispute Resolution (CEDR).

CEDR is an independent company who offer structured negotiation, assisted by a trained mediator. Whilst they cannot enforce a course of action, they will review the facts of the case and your concerns, and attempt to mediate a solution that is satisfactory to all parties. There is no cost to you for using this service.

You can find out more information by visiting www.cedr.com/consumer/funerals/westerleigh-group/ or you can contact them in the following ways:

Email: applications@cedr.com

Telephone: 020 7520 3800

In writing: Centre for Effective Dispute Resolution, 100 St. Paul's Churchyard, London, EC4M 8BU

Closing complaints

We will regard your complaint as closed in the following circumstances:

- once we have sent you a final response;
 - where you have told us in writing that you accept an earlier response that we have sent to you; or
 - if you refer your complaint to the CEDR, when the CEDR informs us that the complaint has been closed.
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Questions

If you have any questions about our complaints process, please contact us on **0808 159 7580** or email client.care@distinctcremations.co.uk.