

## COMPLAINTS POLICY & PROCEDURE

Deborah Mitchell Independent Funeral Services Ltd

Address: 41 Station Road, Washington NE38 8LY

Telephone: 0291 7221263

Email: [Info@dmfuneralservices.co.uk](mailto:Info@dmfuneralservices.co.uk)

Website: [dmfuneralservices.co.uk](http://dmfuneralservices.co.uk)

Date: September 2026

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### Our Commitment

We are committed to providing the highest standard of care, dignity and professionalism to every family we serve. We understand that arranging a funeral is an emotional and difficult time, and we aim to make every step as clear and supportive as possible.

If you are unhappy with any aspect of our service, we want to know. We will treat your complaint seriously, promptly, confidentially and fairly. There is no charge to you for raising or handling a complaint.

### When Does This Apply?

This policy applies to all aspects of our service, including:

- Funeral arrangements and care
- Communication and conduct
- Pricing, invoices and transparency
- Care of the deceased
- Services provided by third parties on our behalf (crematoria, cemeteries, clergy, florists etc.)

### How to Complain

You may complain in any way that is convenient to you — in person, by phone, email or letter:

- In person: Speak to the Funeral Director who has been assisting you, or ask to speak to Deborah Mitchell, Owner
- By phone: Deborah Mitchell on 0191 7221263
- By email: [Info@dmfuneralservices.co.uk](mailto:Info@dmfuneralservices.co.uk) — marked "Complaint" in the subject line
- In writing: Deborah Mitchell, Deborah Mitchell Independent Funeral Services Ltd, 41 Station Road, Washington NE38 8LY

Please provide:

- Your name and contact details
- The name of the deceased
- A clear description of your concern
- What you would like to happen to resolve the matter

## Our Procedure

### Step 1 — Acknowledgement

- We will acknowledge your complaint within 3 working days of receipt
- We will confirm who is handling your case and when you will hear from us

### Step 2 — Investigation

- We will conduct a full, fair and timely investigation
- We may contact you to gather further information
- We will review records, speak to staff and check relevant processes
- We will treat you with sensitivity and respect throughout

### Step 3 — Response

- We will aim to provide a written final response within 8 weeks of receiving your complaint
- Our response will:
  - Explain our findings
  - Apologise where appropriate
  - Offer a resolution or remedy where we have fallen short
  - Explain our reasoning

### Step 4 — If You Remain Dissatisfied

If you are not happy with our final response, you may refer the matter to independent advice or alternative dispute resolution:

| Body                                 | Contact                                                                                          |
|--------------------------------------|--------------------------------------------------------------------------------------------------|
| Citizens Advice Consumer Helpline    | 0808 223 1133 — free, confidential advice                                                        |
| Trading Standards                    | Via your local council or Citizens Advice                                                        |
| Financial Ombudsman Service          | 0800 023 4567<br><a href="https://www.financial-ombudsman.org.uk">financial-ombudsman.org.uk</a> |
| Alternative Dispute Resolution (ADR) | We will advise you of suitable schemes if needed                                                 |

We will provide full details of these options in our final response.

#### Time Limits

- Please raise your complaint as soon as possible and within 12 months of the service taking place
- If you are unhappy with our final response, you generally have 6 months from the date of that response to refer to an independent body

#### Our Standards

- We will not charge you for making or handling a complaint
- We will keep your complaint confidential
- We will record and review all complaints to improve our service
- This policy is made available to clients at the point instructions are taken, displayed on our premises at 41 Station Road, Washington NE38 8LY, and published on our website: [dmfuneralservices.co.uk](http://dmfuneralservices.co.uk)
- We comply fully with the Consumer Rights Act 2015 and the Funerals Market Investigation Order 2021 regarding pricing transparency and fair dealing

#### Review

This policy will be reviewed annually or following any significant complaint or change in legislation.

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Signed:

Date:

Deborah Mitchell

Owner / Funeral Director

Deborah Mitchell Independent Funeral Services Ltd

41 Station Road, Washington NE38 8LY

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