

Complaints Procedure – Brunel Funeral Directors

Our commitment to clients

We aim to ensure that at all times:

- That making a complaint is as easy as possible and treat your complaint seriously.
- We will deal with your complaint in confidence and swiftly.
- We will learn from complaints and use them to improve our services.

What is a complaint?

If there is any part of our service and or our products that you are not happy with, then we want you to inform us.

How to make a complaint.

If you wish to make a complaint you can contact one of our Partners at the funeral home. Please use one of the following options. The company's partners are Mr Chris Wilshire, and Mrs Louise Constable

By email – louise@brunelfd.co.uk in the subject please put the name of the partner you want to make contact with.

In writing to –

Louise Constble

BCM Funeral Directors
177 Crow Lane
Bristol
BS10 7DR

By Phone – 0117 950 8066

BCM Funeral Directors
177 Crow Lane
Bristol
BS10 7DR

In person (by appointment only) at

Your complaint will be acknowledged within 4 days of receipt and fully investigated within 7 working days. On occasion, it may not be possible to respond withing the time limit we have stated due to the timescale for findings and responses. We will however keep you fully informed throughout the process should it be delayed.

If your complaint is not resolved.

If you feel your complaint is unresolved you can take your complaint to the Retail Ombudsman. You can do this by:

1. Post. If you are unable to do this online, you can call 0203 137 8268 and ask for a form to be sent to you for you to complete. Send the form to The Retail Ombudsman, 33 Floor, Euston Towers, 286 Euston Road, London NW1 3DP.
2. Online. You can complete the online form via the portal. File your complaint. The page provides you with live information about your complaint, so you can check progress at any time during the day.

They aim to process all complaints within 60 days.