

Complaints handling procedure

If you have a complaint, then this note sets out the procedure which we will follow in dealing with that complaint.

1. _____ has been appointed in this office to deal with complaints, and you should not hesitate to make contact by telephone, letter or email via the contact details below: -

tel: _____

email: _____

2 Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to the person dealing with it.

3 Once they have received your written summary of the complaint, they will contact you in writing within seven days to inform you of their understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.

4. Within twenty-one days of receipt of your written summary, the person dealing with your complaint will write to you, in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.

5. If you are dissatisfied with any aspect of our handling of your complaint, you should contact:

tel: _____

email: _____

who will personally conduct a separate review of your complaint and contact you within fourteen days to inform you of the conclusion of this review.

6. If you remain dissatisfied with any aspect of our handling of your complaints, then we will attempt to resolve this promptly through negotiations.

7. If the complaint has still not been resolved to your satisfaction, we agree to the referral of your complaint to the Association of Natural Burial Grounds, c/o The Natural Death Centre, In The Hill House, Watley Lane, Twyford, Winchester, SO21 1QX; tel: 0871 288 2098; email: contact@naturaldeath.org.uk

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