



Complaints Handling Procedure

Members of the Association of Natural Burial Grounds undertake to abide by the Code of Conduct published by the Association, a copy of which should have been provided to you. One of the conditions of the Code is that a suitable complaints handling procedure be provided by the member, and we expect that every effort will be made to resolve any complaints or dissatisfaction experienced by any families.

If, having complained to the member directly, you continue to be dissatisfied, the Association of Natural Burial Grounds provides the following Complaints Handling Procedure:

- The Manager* of The Natural Death Centre Charity is appointed by the trustees to deal with any complaints, and should be contacted in the first instance by telephone, letter or e-mail via the contact details below.
- On notification of an unresolved complaint about a member of the Association, the Manager will request a written summary from you, and will acknowledge receipt of this in writing.
- The Manager will contact the member concerned and request sight of their records of the circumstances leading to your complaint, together with an account from them of their efforts to resolve the matter.
- On review of all documents relating to the complaint raised, along with any further investigations necessary, the Manager 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 by the Association.
- In the event of your continuing to be dissatisfied with the situation, you should contact the Chairman of the Board of Trustees** of The Natural Death Centre who will personally conduct a review of your complaint and contact you within fourteen days to inform you of his / her conclusions.

Current contact details (2012):

*Manager of The Natural Death Centre: Rosie Inman-Cook
e-mail: rosie.inman-cook@naturaldeath.org.uk

**Chairman of the Board of Trustees: Fran Hall
e-mail: fran@naturaldeath.org.uk

