



## **Complaints process:**

Should you wish to make a complaint regarding an aspect of our service provided, you should firstly contact us in writing to the above address or by email to: [info@wsingham.co.uk](mailto:info@wsingham.co.uk)

**Our commitment to families** - We aim to ensure that:

- Making a complaint is as easy as possible and we treat your complaint seriously
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service

**How to make a complaint** - If you wish to make a complaint you can contact either Tony Ingham or Jenni Vardy, in any of the ways listed below:

**In writing or in person to:**

**W.S.Ingham & Son Ltd**

11 Poplar Grove, Forest Town, Mansfield, Notts NG19 0HW

**By Email:** [info@wsingham.co.uk](mailto:info@wsingham.co.uk)

**By Telephone:** 01623 621114

Your complaint will be acknowledged within 3 working days and fully investigated within 5 working days.

**If you are still unhappy** - you can contact **The National Society of Allied & Independent Funeral Directors (SAIF)** in any of the ways listed below, quoting our membership number 655:

**In writing to:**

**The National Society of Allied & Independent Funeral Directors**

SAIF Business Centre, 3 Bullfields, Sawbridgeworth, Herts CM21  
9DB

**By Email:** [info@saif.org.uk](mailto:info@saif.org.uk)

**By Telephone:** 0845 2306777 or 01279  
726777

Your complaint will be acknowledged within 7 days, then fully investigated. Timescale for findings and final response will vary depending on each individual case and investigation. Please note that **The National Society of Allied & Independent Funeral Directors (SAIF)** will not investigate a complaint unless the internal complaints procedure of the Funeral Directors has been exhausted.

**If you are still unhappy** - If you are still unhappy with our response and final decision of **The National Society of Allied & Independent Funeral Directors (SAIF)** you can request that your complaint be referred to **The Independent Funeral Directors Arbitration Scheme**. For more information and to download a leaflet of the scheme please visit: [www.saif.org.uk](http://www.saif.org.uk)