

Cremation Regulations 2008

(In force from 1.1.2009)

Funeral Arbitration Scheme

The first thing we can say to reassure you is that the vast majority of funerals are completed in a satisfactory manner, but on rare occasions situations can arise where a client may feel unfairly treated.

A. Abbott & Sons (Rushden) Ltd, as a Member of the National Association of Funeral Directors (NAFD), is bound by the Terms of the National Association of Funeral Directors' Code of Practice and the Rules and Guidelines of the Association. The Code requires a very high level of service which clients should expect in their dealings with their Funeral Director. It also requires members of the NAFD to co-operate with the Funeral Arbitration Scheme. A copy of the NAFD Code of Practice is available from your Funeral Director. You need have no concerns or embarrassment about raising any issues with your Funeral Director because one of the requirements of the NAFD Code of Practice is that a senior person within the firm is made responsible for handling any such complaints in a professional and objective way. The Funeral Arbitration Scheme provides a simple procedure to resolve complaints. If a complaint cannot be resolved with your Funeral Director direct, conciliation and arbitration is available through the Funeral Arbitration Scheme. A complaint under the Funeral Arbitration Scheme must be made within twelve months of the date of the funeral. The Funeral Director is bound, as a condition of Membership of the NAFD, to comply with a client's wishes to proceed to conciliation or arbitration under the Scheme.

In the first instance the complaint must be addressed to:
The Company Secretary, A. Abbott & Sons (Rushden) Ltd Bedford Road, Rushden, Northants NN10 0LZ tel 01933 312142.

The Funeral Arbitration Scheme,
618 Warwick Road, Solihull, West Midlands B91 1AA
Tel: 0121 711 1636 Fax: 0121 711 1351

Code of Practice

Details of the code of practice are available from the leaflet in our office or from our web site www.abbottfunerals.co.uk

*A referral to the Medical Referee may result in some personal financial expenses. Please confirm this with the Medical Referee.

Tel 01536 525722

This statement is only relevant when a death has not been referred to the coroner.

You have the right to inspect the medical forms which doctors complete before cremation is authorised. Cremation is authorised by a medical referee, that is, a doctor whose role it is to check the medical forms.

If you are satisfied that you know the cause of death and have no problems with that cause then you may decide that there is little reason why you need to inspect the forms.

However, if you do have doubts about the cause of death, or were surprised that the death happened when it did, you may wish to inspect the forms.

You can inspect the forms yourself or you can nominate someone else to inspect on your behalf. You might want to do this, for example, if you think someone else would be in a better position to go through the forms (perhaps because that person was present at the death and you were not).

You do not have to make up your mind now.

If you already have serious concerns about the death and believe the case should be investigated by a coroner, you need to contact the coroner's office (telephone 01536 534827 for assistance).

The forms will be available for you to inspect at the crematorium office for no longer than 48 hours after you are informed that they have arrived there.

If you wish, the medical referee can give you advice about the cause of death, but he or she may charge a fee for this service. More information is set in this leaflet.

If you want the funeral to be held within the next two or three days, it may well be difficult for that to happen and for you also to be able to inspect the medical forms. However, that is your decision.*

* Please see notes on back page

Cancellation of Contracts made in a consumer's home or place of work etc Regulations 2008

Regulation 7 & Regulation 9

Reminder note for Cremations

In order to comply with the Kettering Crematorium Environmental Protection Act 1990 any items found in a coffin during our final closing down procedure will be discreetly disposed of.

This procedure is forced on us and must be fully complied with.

Notice of Right to Cancel the Contract

1. Name of Company: A. Abbott & Sons (Rushden) Ltd
2. Reference: _____/_____
3. You have the right to cancel this contract if you so wish. The right can be exercised by sending or taking a cancellation notice to the person mentioned in paragraph 4 at any time within the period of 14 days starting with the day of receipt of a notice in writing of the right to cancel. You must then receive acknowledgement of the cancellation.
4. Name of person arranging: _____
5. Address of Funeral Home: Bedford Road, Rushden, Northamptonshire NN10 0LZ.
6. You may use the cancellation form provided below if you so wish.
7. Payment will be required for any goods or services provided within the cancellation period after your written consent has been received for the contract to begin before the end of the cancellation period.

Signed _____ Dated ____ / ____ / ____
Funeral Director

8. Please provide the goods and services before the end of the cancellation period.

Signed _____ Dated ____ / ____ / ____



Name: _____

Cancellation Notice

If you wish to cancel the contract you must tell the person named below in writing. You may use this form if you want to but you do not have to.

Complete, detach and return this form **ONLY IF YOU WISH TO CANCEL THE CONTRACT.**

To Name of Company:- A. Abbott & Sons (Rushden) Ltd
Name of arranger: _____
Address of funeral Home: Bedford Road, Rushden,
Northamptonshire NN10 0LZ

I/we hereby give notice that I/we wish to cancel the contract ref: _____

Signed _____ Dated ____ / ____ / ____

Name: _____