

## If You are Still Unhappy

If you are still unhappy with our response you can contact **The National Society of Allied & Independent Funeral Directors (SAIF)** in any of the ways listed below, quoting our membership number :59

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

**In writing to -**

**The National Society of Allied and Independent Funeral Directors**  
SAIF Business Centre  
3 Bullfields  
**Sawbridgeworth**  
Herts CM21 9DB

**By phone – Tel: 0845 230 6777 or 01279 726 777**

**By fax – Tel: 01279 726 300**

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 and 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 the response and final decision of The National Society of Allied and 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 leaflet of the scheme please visit - [www.saif.org.uk](http://www.saif.org.uk)

# A. Abbott & Sons (Rushden) Ltd

*Registered No.470731  
England & Wales VAT No.738 3283 16*



## COMPLAINTS PROCEDURE

Bedford Road  
Rushden  
Northants  
NN10 0LZ

## **Our commitment to clients'**

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.

## **What is a complaint?**

A complaint is when you tell us you are not happy about any part of the service and/or the products we provide.

## **How to make a complaint**

If you wish to make a complaint in writing you can contact our Director, Mr Michael Hart, in any of the ways listed below:

### **By email –**

[michael@abbottfunerals.co.uk](mailto:michael@abbottfunerals.co.uk)

### **In writing to -**

Michael Hart-Abbott, A. Abbott & Sons, Bedford Road  
Rushden, Northants, NN10 0LZ

**By phone – Tel:** 01933 312142

**By fax –** 01933 410500

## **In person (by appointment only) at –**

### **Company Name**

A. Abbott & Sons, Bedford Road, Rushden, Northants,  
NN10 0LZ

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

If you are unhappy with the response you can contact Michael Hart-Abbott in any of the ways listed below:

### **By email –**

michael@abbottfunerals.co.uk

### **In writing to -**

Michael Hart-Abbott, A. Abbott & Sons, Bedford Road,  
Rushden, Northants, NN10 0LZ

**By phone – Tel:** 01933 312142

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