

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:

By email – standards@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.

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.

For SAIF's Complaint Policy please visit <https://saif.org.uk/about-saif/complaints>

COMPANY NAME



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

COMPLAINTS PROCEDURE

A. Abbott & Sons (Rushden) Ltd

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 you can contact our Director, Mr Michael Hart, in any of the ways listed below:

By email –

michael@abbottfunerals.co.uk

In writing to -

Michael Hart, A. Abbott & Sons (Rushden) Ltd
Bedford Road, Rushden, Northants, NN10 0LZ
AN12 3YY

By phone – Tel: 01933 312142

In person (by appointment only) at –

Company Name

A. Abbott & Sons (Rushden) Ltd, 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 Patricia Abbott in any of the ways listed below:

By email –

info@abbottfunerals.co.uk

In writing to -

Patricia Abbott, A. Abbott & Sons (Rushden) Ltd, Bedford
Road, Rushden, Northants, NN10 0LZ

By phone – Tel: 01933 312142

Please be advised that we will only accept complaints from the client (this is the person who arranged the funeral and entered into a contract with ourselves) and within 30 days of when the funeral was arranged.