



CLIENT COMPLAINTS

Policy Statement

It matters hugely to Poppy's that the clients we support have the experience that they need and that every detail of the funeral goes to plan. Wherever possible we plan and prepare for all eventualities, but when we miss the mark we want to make sure that any complaints are taken seriously and handled in a consistent and timely way.

Poppy's therefore actively welcomes all feedback on all parts of our service, including those directed at staff, practices, prices or processes.

This policy sets out how we will respond to complaints consistently, effectively, sensitively, fairly and thoroughly. All complaints will be treated in the strictest confidence.

Complaints process

If you have a complaint about any part of the service you received from Poppy's, we would encourage you to make this as soon as possible after the event. You can make a formal verbal or written complaint to your Funeral Director or any other member of the Poppy's Client Services team. Any formal complaints whether verbal or written, will be dealt with in writing (unless the client has specified a preferred means).

There are two stages to the Poppy's complaint process:

Stage 1

The complaint will be registered and an acknowledgement will be sent back to the client or family representative within 2 working days.

A full response to the complaint will be provided by a member of Poppy's team (Funeral Director, Client Support Advisor or Senior Funeral Director) within 10 working days of receipt of the complaint. We are committed to trying to resolve complaints as quickly as possible, therefore, in straightforward complaints it may be possible for the complaints handler to respond within a few days.

Stage 2

If you are not happy with the response you have received, you can write to the COO and ask for a review of the complaint. In addition, complex complaints or any that require information to be obtained from third parties or where breakdown of trust has occurred, may need the involvement of the Client & Operations Lead or COO. If it is not possible to conclude the full investigation within 10 working days we will contact you to explain why there is a delay and to give you a revised estimate of how long it will take us to respond in full.

Poppy's

In our final reply we will let you know what we have found and explain how and why we came to our conclusions. The final reply will:

- Summarise your complaint
- Address the points you have raised
- Say what the outcome is including whether your complaint is upheld, not upheld or partly upheld
- If appropriate, explain what measures are being taken in response to your complaint
- Give you details about how you can take the matter further if you are not happy with the outcome or the way in which the complaint has been handled.

If you remain dissatisfied with the outcome of your complaint, or the way in which it was dealt with, you can seek mediation through our dispute resolution service, provided by ADR Group, an independent body approved by the Chartered Trading Standards Institute.

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Policy Owner	Rebecca Wilson
Policy Reviewer	Clare Montagu