

Complaints Procedure

Introduction

Undercliffe Cemetery Charity is committed to providing a good quality service at all times. We do, however, recognise that things can go wrong from time to time. If you are not satisfied with any aspect of the service you have received from Undercliffe Cemetery we would like to hear from you.

We would also like to know if you have been pleased with the service you have received from us or have any suggestions on how we can improve our service.

If you have a complaint

We need to know the exact nature of your complaint. Please provide as much information as possible about the service offered and why you felt the service provided did not meet your expectations.

Procedure

You are free to make the complaint in whatever form is most convenient to you. You can telephone the office and speak to a member of staff.

If you telephone us the complaint will be logged.

We will try to resolve the matter with you at this point.

If you are not satisfied with the response you receive at this stage you can submit a formal complaint in writing.

If your complaint is in writing (including by email or fax) we will acknowledge it as soon as practically possible.

It is our intention that complaints will be dealt with within 7 working days. If a full response cannot be given within this period (for example, due to complexity or the need to consult others on the matter) we undertake to keep you informed of progress.

If at this stage, having raised the matter with staff, you feel that your complaint has not been satisfactorily dealt with then you have the option of raising the matter with the Chairperson of the Management Committee. The name of the current postholder is listed in the About Us section of our Website and they can be contacted at The Lodge.

Both the Chairperson of the Charity and the Cemetery Registrar take complete responsibility for providing a fair and effective complaints procedure.

All complaints will be dealt with in the strictest confidence.