

Gateway Funeral Services - Complaints Procedure

1. Gateway Funeral Services pride themselves on offering exceptional customer service and we wish to hear your comments if you are not satisfied with any aspect of a funeral. In the first instance, please address your letter to the following address;

Mr Richard Arnold & Mrs Emma Arnold
Managing Directors
Gateway Funeral Services
Arnold House
Southfield Terrace
Birkenshaw
BD11 2AN

Alternatively, please mark the heading for your email as '**Complaints - Private & Confidential**' and send to info@gatewayfunerals.co.uk

2. Once we have received your letter/email we aim to respond with an acknowledgement within 5 business days. Following acknowledgement, we will review the comments made as part of the complaint and any issues raised.

Once we have investigated fully we will send a written response to you within 21 days.

We would always respond to you in writing by letter or email, however where possible we would also like to discuss your complaint with you over the phone or in person, as with any written correspondence, it is open for interpretation. Our wish is to obtain as much information as possible from you regarding your complaint and resolve matters for you effectively.

If you would prefer not to be contacted by telephone, then please advise within your initial letter or email that contact is by 'written correspondence only'. If correspondence is to be in writing only then please be aware that we may contact you by letter/email as part of our investigation to obtain further information and you will be required to respond with the information requested within 15 working days. Failure to supply the information required in order for us to fully investigate your complaint may result in the complaint not being resolved.

3. Gateway Funeral Services work with many third parties and we do this in order to bring together every aspect of a funeral in one seamless day. Therefore it may be that the fault does not lie with us, however, if this is the case, then following our own investigation, we may direct your complaint to a third party company for further investigation. We would always ask for your consent prior to doing so.
4. Following receipt of our response, if you feel that the matter has not been resolved to your satisfaction, then there are other options available to you.

Gateway Funeral Services is a member of SAIF: The National Society of Allied & Independent Funeral Directors. SAIF set out their full complaints procedure at www.saif.org.uk/about-saif/complaints

We are committed to ensuring that all complaints are dealt within a timely manner and to the customer satisfaction therefore we strongly adhere to SAIF policies and procedures.

If you feel the matter should be escalated, then please follow the SAIF online procedure, complete the form and send to the address provided on their website. This will refer the matter to the Society Professional Standards Committee or alternatively a fee can be paid and the matter be referred to the Centre for Effective Dispute Resolution (CEDR) for arbitration.

5. Lastly, when considering your complaint, please remember that we cannot stop the rain but we can provide umbrellas. Sometimes in life, as in death, things happen which are beyond our control. With this in mind, please take a moment of reflection to understand that even with all the best will in the world, sometimes things are taken out of our hands. Where we are at fault, we will always be the first to apologise.