

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 655:

By email - 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

H L Hawes & Son Ltd

Independently Owned Funeral Directors
& Monumental Masons (*est. 1847*)

*Registered No. 357568 England & Wales
VAT No. 597166981*

106 Tanners Lane
Barkingside, Essex IG6 1QE
Tel: 020 8550 4047

153 Station Road
North Chingford, London E4 6AG
Tel: 020 8559 3235

www.hlhawes.co.uk

COMPLAINTS PROCEDURE

(Revised January 2011)

Also part of H L Hawes & Son Ltd

Peter Musgrave Funeral Directors
883 High Road, **Leytonstone, London E11 1HR**
Tel: 020 8532 9600

www.petermusgravefd.co.uk

The Abbey Independent Funeral Directors
4 Market Square, **Waltham Abbey, Essex EN9 1DL**
Tel: 01992 711892

www.theabbeyifd.co.uk



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 **General Manager**, Mr Karl Partridge, in any of the ways listed below:

By email – karl@hlhawes.co.uk

In writing to -

H L Hawes & Son Ltd Funeral Directors
106 Tanners Lane
Barkingside, Essex IG6 1QE

By phone – Tel: 020 8550 4047

By fax – Tel: 020 8551 8339

In person (by appointment only) at –

H L Hawes & Son Ltd Funeral Directors
106 Tanners Lane
Barkingside, Essex IG6 1QE

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 the **Managing Director**, Mr Alun Tucker, in any of the ways listed below:

By email – alun@hlhawes.co.uk

In writing to -

H L Hawes & Son Ltd Funeral Directors
106 Tanners Lane
Barkingside, Essex IG6 1QE

By phone – Tel: 020 8550 4047

By fax – Tel: 020 8551 7836

In person (by appointment only) at –

H L Hawes & Son Ltd Funeral Directors
106 Tanners Lane
Barkingside, Essex IG6 1QE

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