

John Roberts & Son Funeral Directors

Complaints procedure

Matthew L Jones Funeral Services T/A John Roberts & Son strive to provide the best possible care and service to the families we serve; we recognise that on occasion problems can arise, and mistakes may be made. This may mean that you wish to make a complaint about our services.

We encourage you to let us know if you have any concerns as soon as possible, to give us a chance to immediately rectify any issues you may have.

We welcome all feedback, positive or negative and pride ourselves on using this feedback constructively to continuously improve the service we offer.

Our aim is to deal with all complaints promptly and fairly, with decisions based on a sufficient investigations of the circumstances.

If you wish to complain

In the first instance, if you have any questions or concerns, speak to a member of the team as they may be able to answer any queries you have directly.

If you decide you'd like to make a formal complaint, you can do this in a number of ways:

Telephone: 01646 683115

Email: info@jrsonfunerals.com

Or write to us at the following address:

John Roberts & Son
51 Bush Street
Pembroke Dock
SA72 6AN

Complaints process:

Acknowledgement

Depending on how your complaint is received, it will be acknowledged by the end of the next working day.

Investigation

Based on the level of complaint we will usually conduct an investigation to get to the root cause of the problem. This will allow us to answer your complaint to the best of our ability.

Resolution

We hope to resolve complaints within 14 working days, although depending on the complexity, this may be longer.

Alternative Dispute Resolution

Once resolved, if you are still dissatisfied, you can contact NAFD Resolve who offer an independent funeral consumer complaints service.

NAFD Resolve is the independent funeral complaints service. It's free, easy to use and covers 4,100 UK funeral homes that are members of the National Association of Funeral Directors. It is fully funded by the NAFD, with conciliation and adjudication services provided by qualified professionals from the Centre for Effective Dispute Resolution (CEDR).

You can make a complaint via the online complaint form on the complaints section of the website: www.nafd.org.uk.