



FENIX FUNERAL – COMPLAINTS POLICY

At **Fenix**, we monitor our performance daily and believe that we are successful in achieving our high customer service standards on most occasions. However, if we are not getting it right, it's important you let us know.

In order to ensure our services remain at a high standard, and can improve, we have a procedure through which you can let us know if you are not satisfied with the service you have received from **Fenix**.

THE PROCESS

- If you are unhappy about any aspect of the service you have received, please first speak to the Funeral Advisor who handled your funeral arrangements. If you would prefer to speak to a more senior member of our team, please contact our Complaints Manager.
- (If you are unhappy with an individual within **Fenix**, sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate, then please contact our Complaints Manager).
- All complaints will be logged and you will receive an acknowledgement within one working day.
- If you are not happy with our response to resolve the issue, you may appeal to our Complaints Manager within seven days.
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- If, after appeal, you are still unhappy with our response, we recommend you seek independent legal advice.

HOW TO CONTACT US

- As above, please contact your Funeral Advisor directly in the first instance.
- If you would prefer to liaise with our Complaints Manager, please address any complaints to hello@fenixfuneral.co.uk or call 0203 893 3003.

RESPONSE TIMES

Often we will be able to give you a response on the same day. When the matter is more complicated, we commit to giving you at least an initial response within three working days.

Fenix aims to investigate your complaint properly and give you a full reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

Finally, we would very much like to hear from you if you are happy with Fenix's services.