

## Complaints Procedure

### 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 Matthew Sims, in any of the ways listed below:

- By email: [matthew@simsandjones.com](mailto:matthew@simsandjones.com)
- In writing to:  
Sims and Jones Independent Funeral Directors Ltd.  
240 Jersey Road, Bonynmaen, Swansea, SA1 7DL
- By phone: 01792 700501
- In person (by appointment only) at:  
Sims and Jones Independent Funeral Directors Ltd.  
240 Jersey Road, Bonynmaen, Swansea, SA1 7DL

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 Geraint Jones in any of the ways listed below:

- By email: [geraint@simsandjones.com](mailto:geraint@simsandjones.com)
- In writing to:  
Sims and Jones Independent Funeral Directors Ltd.  
240 Jersey Road, Bonynmaen, Swansea, SA1 7DL
- By phone: 01792 700501

#### Swansea

240 Jersey Road, Bonynmaen, Swansea SA1 7DL

T: 01792 700501

E: [info@simsandjones.com](mailto:info@simsandjones.com)

[www.simsandjones.com](http://www.simsandjones.com)

#### Neath

11a Hendre, Onllwyn, Neath Port Talbot SA10 9HH

T: 01639 874188

### 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 2575:

- By email: [info@saif.org.uk](mailto: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: 0845 230 6777 or 01279 726 777
- By fax: 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](http://www.saif.org.uk)