Wedlake Funeral Home Ltd
CLIENT COMPLAINTS

POLICY STATEMENT
It is very important to Wedlake Funeral Home Ltd that the clients we support have the experience that they need and that every detail of the funeral goes to plan. Wherever possible we plan and prepare for all eventualities, but when we miss the mark we want to make sure that any complaints are taken seriously and handled in a consistent and timely way.

Wedlake Funeral Home Ltd therefore actively welcomes all feedback on all parts of our service, including those directed at staff, practices, prices or processes.

This policy sets out how we will respond to complaints consistently, effectively, sensitively, fairly and thoroughly. All complaints will be treated in the strictest confidence.

COMPLAINTS PROCESS
If you have a complaint about any part of the service you received from Wedlake Funeral Home Ltd, we encourage you to make this as soon as possible after the event. You can make a formal written complaint to either David Michael or Nick Jago and send it to Wedlake Funeral Home Ltd, Wedlake Funeral Home, 2 Higher Bugle, St Austell, Cornwall, PL26 8PY. Any formal complaints will be dealt with in writing.

The complaint will be registered, and an acknowledgement will be sent back to the client or family representative within 2 working days.

A full response to the complaint will be provided by a member of Wedlake Funeral Home Ltd team within 10 working days of receipt of the complaint. We are however committed to trying to resolve complaints as quickly as possible, therefore, it may be possible for the complaints handler to respond within a few days if your complaint is of a straightforward nature.

For complex complaints or any that require information to be obtained from third parties it may not be possible to conclude the full investigation within 10 working days, in which case we will contact you to explain why

there is a delay and to give you a revised estimate of how long it will take us to respond in full.

In our final reply we will let you know what we have found and explain how and why we came to our conclusions. The final reply will:

- Summarise your complaint
- Address the points you have raised
- Say what the outcome is including whether your complaint is upheld, not upheld or partly upheld
- If appropriate, explain what measures are being taken in response to your complaint
- Give you details about how you can take the matter further if you are not happy with the outcome or the way in which the complaint has been handled. If you remain dissatisfied with the outcome of your complaint, or the way in which it was dealt with, you can seek mediation through our dispute resolution service, provided by ADR Group, an independent body approved by the Chartered Trading Standards Institute.

Policy Updated:	June 2026
Next Policy Review	June 2027
Policy Reviewer	David Michael