

1. Purpose

As part of our ongoing ethos to treat our customers fairly, we are committed to ensuring that customers do not experience any post-sale barriers such as difficulties in lodging complaints. This policy provides you with information on how to complain, what to expect and, if necessary, how and who to appeal to.

2. Scope

The Go As You Please Directors (or delegate) and Management Team are responsible for investigating and responding to complaints.

Go As You Please Employees are encouraged to pass on customer feedback which may prevent situations where a complaint becomes likely or necessary.

3. Submitting Your Complaint

We pride ourselves on our customer service and hope you never have cause to complain. If you do wish to make a complaint you can do so formally, in writing, by post or email, or by calling us on the phone, using the following contact details:

By Post: Go As You Please Funerals, 5 Front Street, Klondyke, Cramlington, NE23 6RF

By Email: info@goasyouplease.com

By Phone: 01670 730303

If you feel dissatisfied with any part of our service, do let us know. We will try to resolve matters as efficiently and effectively as possible for you. We treat all expressions of dissatisfaction in accordance with this complaints policy to ensure your concerns are recorded, investigated and resolved appropriately.

4. Receipt and Acknowledgement

We aim to resolve complaints as quickly as possible. We will aim to do this by close of business on the third working day following receipt of a complaint. If we can agree a resolution with you within this time frame, we will write by letter or email, confirming the agreed resolution and explain the next steps.

There may be occasions when we need more time to resolve a complaint. If this is the case, we will send a written or electronic acknowledgement of the complaint within five business days, which outlines our understanding of your complaint points and identifies the individual who will investigate the complaint.

Wherever possible, that person will not have been directly involved in the issues which are the subject of the complaint.

5. Complaint Investigation

We will endeavour to issue a final written response to your complaint within 8 weeks of initial receipt.

Our 'final response', will be a written response which:

(a) accepts the complaint and, where appropriate, offers redress or remedial action (appropriate redress will not always involve financial redress); or

(b) offers redress or remedial action without accepting the complaint; or

(c) rejects the complaint and gives reasons for doing so

and which:

(d) informs the complainant that if they are not satisfied with our response then they may refer their complaint to the Financial Ombudsman Service online, by email or telephone.

6. Appeals



If a complaint is not resolved after eight weeks, we will explain why we are not in a position to make a final response and indicate when we expect to be able to provide one or if you are dissatisfied with our final response you may wish to take further action.

Go As You Please are industry leaders and as such are not part of any professional associations to whom a complaint may be escalated. However you may wish to contact Citizens Advice to explore other options. Their contact details are as follows:

<https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/consumer-service/>

Citizens Advice consumer helpline: 0808 223 1133

If your complaint is regarding prepaid funeral planning, it can be escalated to our plan provider Independent Funeral Planning Services Limited, using the following contact details:

By Post: Independent Funeral Planning Services Ltd, 63, High Bridge, Newcastle upon Tyne, NE1 6BX

By Email: enquiries@the-ifps.co.uk

By Phone: 0191 7169561