

THE
LONDON
CREMATION
COMPANY
PLC

The London Cremation Company plc

62 Hoop Lane, London, NW11 7NL

Complaints Handling Policy & Procedure

The London Cremation Company plc is committed to providing a high-quality service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Our policy is to ensure that any complaint is treated fairly and sympathetically. We try to resolve these matters at a local level, quickly, with intervention of senior management if required. Please in the first instance raise any issues with the local crematorium General Manager.

Complaints Procedure

There are three stages to the complaints procedure:

- Stage One – The complaint
- Stage Two – Investigation
- Stage Three – Appeal

Stage 1

You should raise your complaint at the earliest opportunity either:

- Verbally in person at the crematorium office reception, who will guide you to the appropriate employee
- By telephone – to the local site number (available on our website)
- By post - to the local site Manager (address available on our website)
- By email to complaints@thelcc.co.uk

Stage 2

If your complaint cannot be resolved in Stage 1, the complaint will be escalated to the Head of Operations who will:

- Handle the complaint from that point

- Endeavour to resolve the complaint within 14 days
- Write to you or telephone you within 14 days to set out the timeline if we need further time to investigate the complaint

If we are not able to offer a satisfactory resolution to the complaint within the above timescales you may request that the complaint is escalated to Stage 3.

Stage 3

The complaint will be passed to the Managing Director who will:

- Review the correspondence
- Review the evidence
- Contact you if necessary to further discuss the complaint
- Confirm their findings in writing to you within 14 days of the review being conducted

Stage 3 is the final stage in the complaints procedure and no further appeal is possible.

Complaints Policy & Procedure

Complaints Policy Statement. The London Cremation Company plc:

- Is committed to providing a good standard of quality services to service users, clients, partners & families.
- Will take seriously any concern or complaint and will investigate it promptly, for resolution as quickly as possible.
- Recognises that all service users, clients, partners & families have:
 - The right to raise concerns or complaints
 - Access to clear information on how to voice complaints and concerns
- The complaints procedure will form part of the process for monitoring the quality, effectiveness, and non-discriminatory nature of its services.
- All staff and the Executive Leadership Team at The London Cremation Company plc are required to read, understand and comply with this policy and its procedures.

General

The London Cremation Company plc strives for high standards in service delivery and welcomes feedback from individuals, users of our services, stakeholders, cremation authorities and anyone who works with us, on all aspects of our service provision. Such feedback is invaluable in helping us evaluate and improve our standards.

- The objectives of The London Cremation Company plc complaints policy and procedures are to:
 - Ensure everyone knows how to make a complaint and how a complaint will be handled.
 - Ensure that complaints are dealt with consistently, fairly, and sensitively within clear time frames.
 - Provide individuals with a fair and effective way to complain about our services.
 - Ensure that complaints are monitored to improve our services.
- The London Cremation Company plc will ensure that we:
 - Listen carefully to complaints and treat complaints as confidential, where possible


- Record, store and manage all complaints accurately and in accordance with the General Data Protection Regulation (GDPR)
- Investigate the complaint fully, objectively and within the individually stated time frame
- Report on an annual basis, the number of complaints received, the outcomes and any actions taken.

Definition of a complaint

A complaint is any expression of dissatisfaction with a service, product or an individual, whether justified or not. Any individual may make a complaint if they feel The London Cremation Company plc has:

- Failed to provide a service or an acceptable standard or made a mistake in the way the service was provided.
- Failed to act in a proper way.
- Provided an unfair service.

This policy and procedure relates only to complaints received about The London Cremation Company plc and its services.

Signed By: 

Name: Stephen Wright

Date: 20 September 2022