

## **Our complaints procedure:**

We work hard to provide the service you need from us. We do recognise that from time to time you may have cause to complain to us and if you do, we'll do our best to put things right.

### **How to complain**

In the first instance, please contact your certified funeral plan arranger on the details they provided you during your meeting with them, by either telephone, email or in writing. If you are unable to contact them, you can contact our central team using the details below:

**By phone** on 01543 421303

**By email** at [complaints@funeralplanning.coop](mailto:complaints@funeralplanning.coop)

**In writing**, to Funeral Plan Complaints, Central England Co-operative Funeral Plan, Central House, Hermes Road, Lichfield, Staffordshire, WS13 6RH

### **What happens next?**

- We aim to solve problems straight away, but more complex matters may take a little longer. If we need to look into things, and we can't resolve your complaint within three working days, then we'll promptly send you an acknowledgement letter that details who is looking at the complaint, their contact details and when you can expect to hear from us again.
- We'll investigate the concern that you've raised and work with you to find a solution. If we reach an agreed resolution to your concerns, then we detail this in a response letter to you. If you feel our response hasn't resolved things adequately, please tell us, as we appreciate opportunities to put things right.
- Unfortunately, some of the more complex complaints will take longer to resolve. If our investigation takes longer than 4 weeks, we'll be in contact with an update on your complaint and advise you of when we hope to conclude our investigation.
- We aim to provide you with our final response to your complaint within 8 weeks of us having received it, or on the rare occasions when it takes longer, we'll provide you with an update as reason for delay and details of any escalation procedures

### **If you are still unhappy**

If you're not happy with the way we've resolved your complaint please let us know as soon as possible. You can also contact the Financial Ombudsman Service who will independently review your complaint. Details of this service are below.

## **About the Financial Ombudsman Service**

The Financial Ombudsman is a free, independent service that looks into disputes between financial services businesses and their customers. You can find out more about them or contact them directly by:

- Post: The Financial Ombudsman Service, Exchange Tower, London E14 9SR
- Telephone: 0800 0 234 567 or 0300 123 9 123 (mobile)
- Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)
- Online – [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

## **Learning from complaints**

We regularly review the data we collect about complaints in order to improve the services we provide.