

Respond to and resolve complaints in a funeral business

Overview

This standard is about establishing facts and responding when in receipt of a complaint and understanding the process to resolve or to escalate it. It is also about resolving complaints and advising clients of the additional support they can seek if the complaint is not resolved.

This standard is for funeral directors, funeral director's assistants, funeral arrangers, funeral services operatives and embalmers.

When you have completed this standard you will be able to demonstrate your understanding of and ability to:

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Performance criteria

You must be able to:

1. comply with relevant codes of practice, relevant legislation and your funeral business' policies, procedures and timelines when complaints are made
2. respond, acknowledge and accurately record receipt of the complaint according to your funeral business' procedures
3. use effective two-way communication to identify the nature of the complaint
4. advise the complainant of actions to be taken to investigate if the complaint cannot be resolved immediately
5. resolve the complaint in optimum time when it is in your authority to do so
6. escalate any complaints that are outside your authority to the appropriate person or third party
7. ensure regular communication with the complainant is maintained within your funeral business' required timelines
8. inform the relevant people of any decision reached within required timescales, explaining further solutions
9. update the complaints record in line with your funeral business' processes and procedures
10. when a complaint cannot be resolved advise the complainant of their right to contact the following:
 - a funeral arbitration service
 - other authorities
 - local support services
 - citizens advice
 - trading standards

Knowledge and understanding

You need to know and understand:

1. which codes of practice, relevant legislation and your funeral business' policies, procedures and timelines that relate to the client's right to complain
2. what records to keep when in receipt of a complaint
3. the appropriate responses to a client's complaint
4. which questioning techniques to use to identify the nature of the complaint
5. why it is important to resolve the complaint in optimum time when it is within your authority to do so
6. what actions to be taken to investigate further if the complaint cannot be resolved immediately
7. who to contact if the complaint is beyond your authority to resolve
8. why regular communication with the complainant should be maintained
9. who to inform of any decision reached within required timescales, explaining further solutions
10. why it is important to update the complaints record in line with your funeral business' processes and procedures
11. when complaints are not resolved what are the roles of the following;
 - a funeral arbitration Service
 - other authorities
 - local support services
 - citizens advice
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Links to other NOS

The standards in the funeral operations suite should be complemented by pan-sector standards such as working relationships, business, administration and resource management, as well as any other specific requirements of the employer.

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