



## **IOCF COMPLAINTS POLICY**

1. Every feedback form is acknowledged by the office with the exception of postal returns where no action is needed.
2. Non-positive responses and negative statements: the office adds an additional statement to ensure the family that the council will 'investigate' their comment(s) and act upon them, as necessary.
3. Designated council members monitor ALL feedback and contact celebrants as necessary to congratulate them on outstanding positive comments or discuss any less positive points.
  - If the celebrant agrees with the criticism and has taken /will take action to redress the situation and to ensure no future reoccurrence, then the matter is closed.
  - If the celebrant disagrees with the criticism, the council member will inform them that others concerned may be contacted (e.g. funeral director, crematorium staff). The council member or Chairman will follow this up, as appropriate. The celebrant will be informed of the outcome.
4. Where it is felt that the 'complaint' has caused a major disappointment to the family and the service has not fulfilled their expectations, the Chairman will be informed and they will write to the aggrieved family and /or to any other interested parties such as the funeral director or crematorium manager.
5. In the case of a negative comment which refers to something outside the celebrant's control (e.g. actions of the funeral director or crematorium staff) then the celebrant will be contacted and given the option to take up the matter with the relevant person themselves or for the IOCF council to act on their behalf.
6. In all events of an 'investigation' being carried out, the celebrant will be informed of the outcome and any relevant details will be kept on file at the office, for future reference by the celebrant or council.
7. In the event of feedback leading to proof of gross misconduct by the celebrant having acted against the IOCF Code of Practice, then the Management Council of the IOCF will make a decision on the relevant course of action ; taking into account all other feedback, script and annual assessment reports etc.

## **OTHER COMPLAINTS**

1. In the case of the IoCF receiving a direct complaint from a family, funeral arranger or crematorium staff member, this will be forwarded to the Chairman who will FIRST contact the celebrant for an appraisal of the matter. Other parties will THEN be contacted as necessary, following which there will be discussion with the celebrant as to how the IoCF can respond to the complaint and offer support to the celebrant to ensure no repetition of the issue.
2. Having brought the matter to a satisfactory conclusion, the Chairman will write to the aggrieved party(s). The celebrant will be informed of the outcome and any relevant details will be kept on file at the office, for future reference by the celebrant or council.
3. If a complaint is received from an attendee of the funeral service, who was not the client for the arrangements, this will be followed up with the celebrant. However, the complainant will be informed that the service content and procedures were approved by the client in advance of the service – the IoCF having confirmed with the celebrant that that was the case.
4. If the IoCF receives a direct complaint about a funeral director or crematorium, then the relevant celebrant will be contacted and given the option to take up the matter themselves or for the IoCF council to act on their behalf.

June 2014