

Complaints Policy



We are very sorry if we haven't been able to meet your expectations and you feel the need to bring a complaint to our attention. We are always looking for ways to improve our service and customer care and can assure you that your complaint will be dealt with sympathetically, fairly and promptly.

We are committed to being clear and open with you on all aspects of our business, including being transparent regarding charges for our services, including third party charges (disbursements).

Our aim is to offer the highest possible standard of service to our clients on every occasion, and whilst we strive to achieve this, we recognise that problems can still arise and mistakes may be made and that you may wish to make a complaint about our services.

If you wish to complain

If you have any questions or concerns, we would encourage you speak to a member of our team in order to answer any queries you may have before there is a need to make a complaint.

Stage One

If there is an issue with the service you are receiving whilst you are making arrangements for a funeral, please tell us in the first instance. We may well be able to deal with any issues you have promptly and to your satisfaction.

Stage Two

If your Funeral Director is unable to resolve your issue, or you feel that the matter warrants a formal complaint, please put your complaint in writing to:

Michelle Thurston-Balam
Managing Director
Roseberry Funeral Service
3 Coatham Road
Redcar
TS10 1RH

Telephone: 01642 756324

E-mail: michelle@roseberryfuneralservice.co.uk

Your complaint will be acknowledged within 3 working days and you will receive a response, either by telephone, in writing, or by way of a meeting within 7 working days.

Your right to privacy

All complaints received will be dealt with taking into account confidentiality and complaints will be handled in line with the requirements of the General Data Protection Regulation and the Data Protection Act 2018.