



NAFD Resolve

Simple | Independent | Free



**The independent funeral
consumer complaints service**

Operated in conjunction with



Not satisfied with the service provided by your funeral director?

NAFD Resolve is the independent funeral complaints service. It's free, easy to use and covers all UK funeral homes that are members of the National Association of Funeral Directors.

It is fully funded by the NAFD, with conciliation and adjudication services provided by qualified professionals from the Centre for Effective Dispute Resolution (CEDR).

CEDR is an independent non-profit organisation and a registered charity with a vision that better conflicts result in better outcomes leading to a better world. Their mission is to provide society with skills and solutions for effective dialogue and to bring about sustainable change.

Your funeral firm, as a member of the NAFD, is bound by the terms of the Funeral Director Code. This requires them to provide a very high level of service to you and, if a complaint is raised, to abide by the outcome of the NAFD Resolve process.

A copy of the Funeral Director Code is available to view or download from www.nafd.org.uk.

How to use NAFD Resolve

You can make a complaint via our online complaint form on the Contact / Complaints section of our website: www.nafd.org.uk.

If you do not have access to the Internet you can write to us at:

NAFD Complaints Team, 618 Warwick Road,
Solihull, B91 1AA.

(We recommend that you send copies and do not send any original documents.)

NAFD Resolve has three stages:

Stage 1 - Discussion

Whenever possible, you should address your concerns directly with your funeral director.

The NAFD will contact the member firm and encourage them to work with you to seek a resolution.

The vast majority of complaints are resolved at Stage 1.

Stage 2 - Conciliation

If, after 28 days from the date that the NAFD have contacted the member firm, the matter remains unresolved, an independent and qualified conciliator will be appointed to assist the parties reach a resolution.

What is Conciliation?

Conciliation is an informal process for resolving disputes through assisted negotiations. A trained professional conciliator will work with the customer and the funeral firm to assist them in finding a resolution. The customer and funeral firm remain in control of what the resolution could be but the conciliator may suggest a possible resolution to consider in the event that they are unable to reach one for themselves. Any resolution reached through conciliation would become binding upon both as a contractual agreement once signed.

Stage 3 - Adjudication

If conciliation does not resolve the matter, you can request for the case to go to Adjudication. CEDR will provide you with an Adjudication application form to complete and return to them.

What is Adjudication?

Adjudication is a process by which an adjudicator, who is usually legally qualified, weighs up the documents and evidence provided by the customer and the funeral director in order to reach a written decision.

The adjudicator will consider the law relevant to the subject matter of the dispute at hand. The adjudicator's decision is binding upon both parties if the customer chooses to accept it. If the customer chooses not to accept the decision, it will have no binding effect on either party. The decision of the adjudicator marks the end of the NAFD Resolve process. If you choose not to accept the decision of the adjudicator you are free to seek independent legal advice on next steps.

Am I eligible to use NAFD Resolve?

The NAFD Resolve service is only available to the customers of NAFD member funeral firms.

To complain through NAFD Resolve, the funeral firm you used must have been a member of the National Association of Funeral Directors at the time the services you have concerns about were provided.

They must also have provided you with either a funeral, or goods and/or services costing in excess of £1,000.00.*

The complaint must be made within 12 months of whichever is the latter of:

- the date on which the contract was entered into
- the date of burial or cremation
- the date on which the contract was (or should have been) fulfilled.

* Please refer to www.nafd.org.uk for further details.

Contact Us



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If you have any questions about NAFD Resolve,
please contact us at:



NAFD Resolve
618 Warwick Road
Solihull
West Midlands
B91 1AA



complaints@nafd.org.uk



www.nafd.org.uk