

Open Prepaid Funerals Limited Complaints Procedure

If you have a complaint about Open Prepaid Funerals (not the nominated Funeral Director) then the following process should be followed.

1. Contact Open Prepaid Funerals on 0330 660 0072 in the first instance and ask for help about the issue you have. The appropriate member of staff will take notes and endeavour to resolve your issue immediately if at all possible.
2. If your complaint can't be resolved immediately we will give you an estimate of time to resolve your issue or you will be asked to put your complaint in writing. This can then be emailed to enquiries@openprepaidfunerals.co.uk or posted to

Freepost OPEN PREPAID FUNERALS

(It's important you write it exactly like that).

3. We will call or email you to acknowledge receipt of your written complaint and advise you as to how it will be handled and who will be responsible for making the final decision as to the resolution of your complaint. If required, it will be escalated to company Director level.
4. If your complaint can't be resolved with Open Prepaid Funerals directly or you feel that the resolution offered to you is unacceptable then Open Prepaid Funerals will co-operate with any recognised consumer organisation you choose to involve to investigate the matter further.
5. Should no resolution be met following option 4 then you have the right to complain to the FPA (Funeral Planning Authority) directly.

Funeral Planning Authority
Barham Court
Teston
Maidstone
Kent
ME18 5BZ

t. [0845 6019619](tel:08456019619) (calls cost 5p a minute plus your phone company's access charge)
e. info@funeralplanningauthority.co.uk

6. Records will be held of all conversations and correspondence related to your complaint.