

# COMPLAINT HANDLING PROCEDURES

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If you are unhappy with our products or service, please contact us as soon as possible.

You can complain in writing or verbally at any time to:

Family Funerals Trust Limited  
Ludlow House  
Ludlow Road  
Feltham  
Middlesex  
TW13 7JF

**Tel:** 020 3540 6660

**Email:** [info@familyfuneralstrust.co.uk](mailto:info@familyfuneralstrust.co.uk)

(Please note this e-mail address is monitored Monday to Friday, 9am to 5pm)

## Our promise to you

We aim to resolve your complaint within 3 business working days of receipt of your complaint. However, there may be occasions where we may need longer to conduct a thorough investigation to help us reach a decision.

We promise to:

- Investigate your complaint impartially and diligently
- Keep you informed of the progress of the investigation
- Respond in writing to your complaint as soon as possible

## The Financial Ombudsman Service

If you are not satisfied with our response, or if we have not completed our investigation within 8 weeks, we will inform you of your right to take your complaint to:

The Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

**Tel:** 0800 023 4567

**Email:** [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

**Web:** [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

This complaints handling procedure does not affect your right to take legal proceedings.

**Family Funerals**

TRUST LIMITED

*Pre-planned Funeral Scheme*