

### **When we don't get things right...**

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Cruse Bereavement Care strives to ensure that its services, staff and volunteers offer the very highest quality experience to our clients, customers and communities. We realise that sometimes we are unable to meet expectations and unfortunately sometimes things go wrong. We take all complaints very seriously and are committed to investigating these complaints thoroughly, so that we can learn from any mistakes that we have made and put things right.

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### **How to make a Complaint**

1. In person
2. By telephone
3. By letter or email
4. By filling in a complaints form

The complaint should be made to a volunteer or staff member at an Area, Branch, Central Office or National Helpline. If you report it verbally, the member of staff or volunteer taking your complaint will fill in a form recording your complaint and will check with you that it is correct.

Unless the circumstances are exceptional, the matter in question should have taken place no more than 3 months previously. This is because it is much easier to follow up complaints and ensure everyone is satisfied if not too much time has elapsed.

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### **What happens next?**

- At first we will try to resolve your complaint locally and informally.  
**We will respond to your initial complaint within 10 working days.**
- If informal resolution has not been achieved at this stage, the subject of the complaint may need to see the written formal complaint details and know the identity of the complainant. The matter will be referred to another appointed volunteer or staff member, who will investigate, if necessary interviewing other parties. On conclusion of this investigation, you will receive a response to your complaint in writing.  
**We will attempt to do this within an additional 20 working days.**

- Should you still remain dissatisfied, you can appeal this decision. The complaint will be referred to a more senior manager. Their findings will be communicated.

**At this stage, the results are final.**

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### **Third Party Complaints**

If at all possible the complaint should be made by the person who is directly aggrieved. However, we do understand, that in certain circumstances a complaint may be made on behalf of someone else. This can happen, for example, when the complainant is deeply distressed, is a child or young person, does not speak English as their first language, or has a learning disability. The means by which the complaint is processed will be the same, but every effort will be made to explain and conduct the process in a way which best suits the complainant's circumstances.

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**If the complaint is upheld, possible outcomes might be that we:**

1. Rectify the problem where this is possible;
2. Make a commitment to ensure that whatever went wrong does not recur;
3. Send information about what corrective action has been taken;
4. Send a letter of apology from an appropriate person.