

# The Funeral Director Pledge

In accordance with best practice in funeral directing, we promise that we will:

1. always remember that, as the client, you are the funeral director, and our role as your funeral director is to support and empower you.
2. be fully transparent about what we can offer, and communicate with you clearly and fully, in plain language, by whichever means you prefer.
3. encourage you to have as much time with your person as you need before we come to collect them, respecting and honouring the significance of the threshold moment of your person leaving their home for the last time.
4. facilitate you to be as involved in the care of your person as you want to be.
5. ensure that your person is looked after as though they were members of our own family.
6. seek your written permission for all care procedures involving your person.
7. listen carefully to your needs to help you create the funeral ceremony that you want and fulfil all your instructions with care.
8. ensure that you are kept informed about all aspects of the funeral during our interaction with you.
9. provide you with a full breakdown of costs as soon as we receive your instructions that resembles the final invoice unless a mutually agreed change has taken place.
10. keep accurate records and ensure all staff are aware of your instructions.
11. encourage and welcome constructive criticism, positive feedback or complaints in order to continually improve our service.

