**Complaint Form**

If you or a customer wishes to raise a complaint, please complete this form and email a copy to **complaints@epsfunerals.com**. Please include any supporting material related to the complaint (such as email correspondence or telephone notes).

**Your details**

|  |  |
| --- | --- |
| **Title, first name, surname** |  |
| **Funeral director name and address** |  |
| **Funeral director contact details** |  |

**Complaint details**

|  |  |
| --- | --- |
| **Title, first name and surname of complainant** (person making complaint) |  |
| **Date complaint raised**  (date that you became aware of the complaint) |  |
| **Plan number (if applicable)**  If the complaint relates to an active funeral plan, enter the number here |  |
| **Complainant’s relationship to the affected individual (if applicable)** |  |
| **Description of the complaint – please provide as much information as possible and dates** |  |
| **Complainant’s preferred method of contact (email or letter)** |  |
| **Complainant address, postcode and email address if applicable** |  |

**For Ecclesiastical’s office use only**

For completion by Ecclesiastical’s Complaint Co-ordinator

|  |  |
| --- | --- |
| **Date received** | Date form received |
| **Eligibility** | Is the complainant eligible |
| **Type of complaint** | Type of complaint |
| **Level 1 category** | FCA category level |
| **Level 2 category** | Ecclesiastical Category Level |
| **Added to complaints log** |  |
| **Complaint reference number** | Reference number |

Ecclesiastical Planning Services Limited (EPSL) Reg. No. 2644860. Registered in England at Benefact House, 2000 Pioneer Avenue, Gloucester Business Park, Brockworth, Gloucester, GL3 4AW, United Kingdom. EPSL is authorised and regulated by the Financial Conduct Authority. Firm Reference Number 958152. 14/05/24