

Our Client Conduct Code

At Co-op Funeralcare we want our colleagues to listen, respect and help our clients so they can say their best goodbye to their family members and loved ones. We also believe that our colleagues have the right to work in a safe environment, free from abuse, discrimination or harm caused by others; this means we expect all our clients to always treat our colleagues with respect.

There are a range of behaviour types we consider to be unacceptable including:

1. Aggressive or abusive behaviour; and
2. Unreasonable demands

1. Aggressive or abusive behaviour

We understand that the death of a family member or loved one can be an incredibly stressful and upsetting time, which can manifest into different emotions, such as anger. If that anger escalates into aggression or abuse towards our colleagues, we consider that unacceptable.

Aggressive or abusive behaviour could be any form of physical, hostile behaviour or use of inappropriate language, verbal or written, which may cause a colleague to feel scared, intimidated, threatened or offended. This could be:

- creating a hostile, degrading or offensive interaction
- using a bullying tone or language
- inappropriate religious, cultural or racial comments or insults; including racial stereotypes and judgements based on accent, appearance or age
- homophobic, bi-phobic or transphobic comments
- sexist or other derogatory remarks
- discrimination against any other protected characteristics as defined by the Equality Act 2010
- aggressive or disruptive behaviour linked to being under the influence of alcohol or drugs

Where a client is aggressive or abusive, we may decide to:

- advise the client that we consider their actions offensive, unnecessary, or unhelpful and ask them to stop
- end telephone calls / appointments / meetings
- terminate all direct contact with the client
- notify the police. This will always be the case if physical violence is used or threatened
- inform clients that we will be unable to conduct a funeral to protect our colleagues

2. Unreasonable Demands

What amounts to an unreasonable demand will depend on the circumstances and the seriousness of the issues raised or if the demand is deemed discriminatory.

Dependent on the circumstance where a demand is deemed unreasonable, we may:

- talk to the client to understand the reasons for their demands and look to find a suitable way forward
- limit contact to telephone calls from the client at set times on set days
- restrict contact to a nominated colleague who will deal with future calls or correspondence
- see the client by appointment only
- take any other action that we consider appropriate to the circumstances
- inform the client that we will be unable to conduct the funeral to protect our colleagues

Family Disputes

We're committed to providing a compassionate and professional Funeral service, however we must emphasise that our role is limited solely to facilitating the funeral arrangements as set out in the estimate form. While we understand that sadly, family disputes arise from time to time, it's outside our role to participate in or mediate any family disputes, disagreements or legal matters that may arise among family members or other parties involved. We reserve our right to act as we consider appropriate if a family dispute or dispute with another party arises.

Reasonable contact

We strive to provide a meaningful and personalised service that reflect the wishes of the person who has died and their family. To ensure a considerate planning experience, we kindly request reasonable contact without undue delay from our clients throughout the funeral arrangement process. If you do not give instructions or instructions are delayed it could incur additional costs.

Discriminatory Symbols

At Co-op Funeralcare we are committed to providing compassionate and respectful services to all families. However, we recognise that certain symbols, including discriminatory tattoos, can cause significant distress and conflict among attendees, our colleagues, and the broader community. Therefore, it is our policy that if the deceased has visible symbols or tattoos that are widely recognised as discriminatory or racist, the funeral services may be subject to additional conditions. These conditions may include covering the offensive symbols to respect both the deceased and the sensitivities of our colleagues and wider communities.

We are dedicated to ensuring a safe and respectful work environment for our colleagues. To protect our colleagues from exposure to hate symbols and to maintain a professional and inclusive workplace, we may refuse to handle services that involve prominently displayed offensive symbols unless appropriate measures are taken to mitigate their visibility.

Our primary goal is to balance respect for the deceased with the well-being and values of the community and our employees. We encourage families to discuss any concerns with our colleagues to find a suitable solution that honours their loved one while maintaining a respectful environment for all attendees and colleagues.

Taking action

Before we take any action, we will give the client the opportunity to modify their behaviour. If the behaviour continues, we will take action as outlined in this document.

Complaints

We'll always do our best to resolve conflict but if clients do feel they need to raise a complaint they can ask to speak to the local manager or they can contact us by:

Email: funeral.clientrelations@co-operative.coop

Post: Funeralcare Client Relations, 3rd Floor, 1 Angel Square, Manchester, M60 0AG

Phone: For more urgent enquiries outside of these hours, call our 24 hour support team on 0800 289 120

Co-op Funeralcare is a trading name for Funeral Services Limited (FSL) and Co-op Funeral Plans Limited (CFPL), both of which are part of the Co-op Group. FSL provides our Co-op funeral services and is a registered society, with its registered office at 1 Angel Square, Manchester, M60 0AG (registration number 30808R). CFPL provides and sells our Co-op funeral plans and is a registered society, with its registered office at 1 Angel Square, Manchester, M60 0AG (registration number 4818). FSL is not authorised and regulated by the Financial Conduct Authority. CFPL is authorised and regulated by the Financial Conduct Authority. Firm Reference Number 962119. You can check this on the Financial Services Register by visiting the FCA's website www.fca.org.uk/register

