

# Code of Practice for Baddick & Dymond Funeral Directors

## 1. Purpose and Commitment

- Baddick & Dymond Funeral Directors is committed to providing a compassionate, dignified, and professional service to every family we support. This Code of Practice sets out the standards we uphold in all aspects of our work, ensuring transparency, respect, and the highest level of care.

## 2. Professional Conduct

- We treat every client, family member, and member of the public with courtesy, respect, and sensitivity.
- We maintain confidentiality at all times and protect all personal information entrusted to us.
- We ensure that all staff act with integrity, honesty, and professionalism.
- We do not engage in any behaviour that may bring the profession into disrepute.

## 3. Care of the Deceased

- We handle every person in our care with dignity, respect, and compassion.
- We ensure that all preparation, care, and presentation of the deceased is carried out by trained personnel.
- We maintain secure, hygienic, and well-managed mortuary facilities.
- We follow the specific wishes of the family regarding viewing, preparation, clothing, and personal items.
- We ensure accurate identification procedures at every stage.

## 4. Information, Advice, and Transparency

- We provide clear, accurate, and honest information about all services, options, and legal requirements.
- We offer guidance without pressure, allowing families to make informed decisions.
- We provide written estimates and full price lists before any commitment is made.
- We explain all third-party fees clearly and transparently.

## 5. Pricing, Estimates, and Financial Conduct

- We provide a detailed written estimate before the funeral arrangements are confirmed.
- We ensure all charges are fair, transparent, and fully explained.
- We do not add hidden fees or unexpected costs.
- We provide clear terms of business, including payment expectations.
- We issue a final invoice that matches the agreed estimate unless changes have been requested.

## 6. Facilities, Vehicles, and Equipment

- We maintain all premises, chapels of rest, and public areas to a high standard of cleanliness, safety, and accessibility.
- We ensure all vehicles used for funerals are well-maintained and presentable.

- We ensure all equipment used in the care of the deceased meets professional standards.

## **7. Staff Training and Competence**

- We ensure all staff receive appropriate training for their roles.
- We encourage ongoing professional development.
- We ensure all staff understand and uphold this Code of Practice.

## **8. Arranging and Conducting Funerals**

- We ensure that every funeral is carried out with dignity, respect, and attention to detail.
- We follow the family's instructions precisely and confirm all arrangements in writing.
- We liaise with all third parties to ensure smooth coordination.
- We ensure punctuality and professionalism at every stage.

## **9. Aftercare and Ongoing Support**

- We provide compassionate aftercare to families following the funeral.
- We offer guidance on bereavement support services.
- We assist with practical matters such as ashes collection and memorial options.

## **10. Complaints and Feedback**

- We welcome feedback as part of our commitment to continuous improvement.
- We provide a clear and accessible complaints procedure.
- We respond to all complaints promptly, fairly, and respectfully.
- We keep full records of any complaints and actions taken.

## **11. Ethical and Legal Compliance**

- We comply with all relevant UK laws, regulations, and industry standards.
- We maintain appropriate insurance for all aspects of our work.
- We uphold ethical standards in advertising and public communication.
- We do not engage in any practice that exploits vulnerable individuals or families.

## **12. Environmental Responsibility**

- We aim to minimise environmental impact wherever possible.
- We offer eco-friendly funeral options.
- We manage waste responsibly and maintain environmentally conscious working practices.

## **13. Commitment to Continuous Improvement**

- We regularly review our policies, procedures, and facilities.
- We remain open to new ideas and best practices.
- We uphold this Code of Practice as a living document that guides our daily work.