

The Funeral Director Code

Guiding Principles

- Act in the best interests of each client, prospective client and customer.
- Provide the best possible level of care to bereaved people, specific to each client and family.
- Respect and maintain the dignity of deceased people, at all times.
- Act transparently, with honesty and integrity.
- Provide clients with full and fair information about services, products and associated prices.
- Behave in a way that promotes and maintains public trust.
- Comply with all legal and regulatory obligations and deal with regulators in an open, timely and cooperative manner.
- Run your business effectively and in accordance with proper governance and sound risk management principles.
- Encourage equality of opportunity and respect for diversity.
- Encourage a culture that values and welcomes both negative and positive feedback, as a way of putting things right and continuously improving service.
- Conduct appropriate due diligence in relation to all third-party contractual relationships that have the potential to negatively impact clients.

Click below to read the full Funeral Director Code.

