



## **SAIF Draft Code of Practice 14 September 2021**

### **ABRIDGED VERSION FOR THE CLIENT.**

The National Society of Allied and Independent Funeral Directors (SAIF) Code of Practice has been developed to encourage and assist those providing funeral services to deliver the highest standards of service and act in the best interests of bereaved families. It will also help bereaved families when choosing a funeral director to understand the minimum standards they should expect.

It is not a statutory Code but does incorporate the requirements of the Scottish Government draft Code of Practice soon to become statutory and will apply to all funeral directors in Scotland. It also requires full compliance with the Competition and Marketing Authority (CMA) Order on funeral directors of the 16<sup>th</sup> June 2021.

#### **Who does the Code apply to?**

A 'Funeral Director' means a person whose business consists of, or includes the arrangement and conduct of, funerals for and on behalf of Customers(s). (CMA Order June 2021)

A person whose business consists of, or includes the arrangement and conduct of funerals as set out at section 31 of the Certification of Death (Scotland) Act 2011 (Scottish Government draft Code of Practice)

It applies to all funeral directors as defined above who are members of SAIF and it is our expectation that other funeral directors will recognise its value and adopt the requirements as a positive step to ensure a quality level of service to all bereaved families throughout the UK.

#### **How does the Code work?**

The Code is made up of strict rules which funeral directors must follow and suggestive procedures that if adopted may meet the service outcomes expected by their customers. The suggested good practice procedures are there as a guide and can be altered or substituted to reflect the needs of the customer and the facilities and services provided by the funeral director.

The Code is organised into the following sections and each section has at least one expected outcome. To meet the outcome the funeral director must comply with the strict rules and consider adopting the suggested good practice procedures.

1. Compliance with statutory Government legislation.
2. General conduct of a funeral director and suitability of staff.
3. Engagement of a funeral director and transfer of the deceased.
4. Engagement with the bereaved and planning of the funeral service.
5. Funeral director's premises and care of the deceased.
6. Delivery of the funeral.
7. Complaints.
8. Business continuity and managing risks.

***This is an abridged version of the full Code. The full code which lists the strict rule and best practice available on request from the funeral director or from their website.***

## **1. COMPLIANCE WITH STATUTORY GOVERNMENT LEGISLATION**

### **Outcome**

A funeral director will have a good understanding of all legislation relating to the funeral sector and the operation and management of a business in the UK. All such legislation will be complied with.

## **2. GENERAL CONDUCT OF A FUNERAL DIRECTOR AND SUITABILITY OF STAFF**

### **Outcome**

Staff will be competent in all aspects of funeral work and the management of the business relevant to their role and responsibility. They should be able to demonstrate good people skills and operate the business in a legal and ethical way.

## **3. ENGAGEMENT OF A FUNERAL DIRECTOR AND TRANSFER OF THE DECEASED**

### **Outcome**

Sufficient information is recorded to identify the client or person giving instruction and the deceased prior to attending at a location. Equipment will require to be adequate and in good order to perform the transfer and written authority must be obtained before any transfer. Staff will at all times behave in a respectful and dignified way towards those present.

## **4. ENGAGEMENT WITH THE BEREAVED AND PLANNING OF THE FUNERAL SERVICE**

### **Outcome**

The customer is made fully aware of their right to organise the funeral and is informed of all products, options, and full costs prior to entering any agreement for services. The customer should also be aware of the funeral director's terms and conditions regarding payment and any monies that must be paid in advance of the funeral.

The funeral director will ensure the customer is made aware of the law concerning who has the right to arrange a funeral. It is then for the customer to determine whether they have the legal right to instruct such arrangements.

## **5. FUNERAL DIRECTOR'S PREMISES AND CARE OF THE DECEASED**

### **Outcome**

The customer must know where the deceased is being cared for at all times and they also must know if the funeral director is engaging services outside of their own for this care. Premises must be fit for purpose and the condition of the deceased monitored frequently.

### **5.1 PREPARING THE DECEASED**

#### **Outcome**

The deceased at all times is prepared according to the customers instructions. In the absence of specific instruction all deceased are prepared to the minimum standards expected by SAIF, a copy of which can be obtained from SAIF Business Centre.

## **5.2 VIEWING OF THE DECEASED**

### **Outcome**

Customers are allowed the opportunity to pay their respects to the deceased in private and in keeping with their religious beliefs or customs.

## **6. DELIVERY OF THE FUNERAL**

### **Outcome**

The funeral ceremony and cortege proceed according to all legal requirements and to any instruction of the customer. Following a cremation, the cremated remains (ashes) are treated according to the customers instructions and afforded the same respect and care given to the deceased prior to the cremation.

## **7. COMPLAINTS**

### **Outcome**

Customers are informed of and are provided with a copy of a complaint's procedure at the time of making funeral arrangements.

## **8. BUSINESS CONTINUITY AND MANAGING RISKS**

### **Outcome**

A business owner or operator must ensure the continuance of their own business activities in relation to all funeral services agreed with the customer.

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[www.saif.org.uk](http://www.saif.org.uk)