

## Funerals with a Funeral Director

While there are no standard regulations of funeral directors, the following professional organisations, operate a codes of conduct and complaint procedures The National Association of funeral directors (NAFD) and the Society of Allied and Independent funeral directors (SAIF).

We are happy to advise you advise funeral arrangements, it would be inappropriate for us recommend a particular funeral director. Funeral directors are listed in telephone directories, newspapers or online and the Citizens Advice Bureau may be able to help.

In general the service provided by the funeral director would be as follows:

- The person arranging the funeral (applicant) contacts the funeral director, who will arrange to see them and discuss the funeral arrangements. This could be in the funeral parlour or as part of a home visit.
- The funeral director will collect the body, either from home, a mortuary or a nursing home and prepare it for viewing; this may include routine embalming (cosmetic treatment).
- A choice of coffins is usually offered and the deceased can be viewed, by appointment in the chapel of rest. The coffined body can then be taken back to the deceased's home or other venue.
- The funeral director will Bereavement Services and arrange the date and time of the funeral and will ensure that the relative documentation is completed. They will give us the details about the form of service and the music, if required.
- The funeral director will pay the various fees involved, called disbursements. These include the cemetery or crematorium fees, clergy, floral tributes newspaper notices, etc. They may ask for these in advance of the service taking place
- The funeral director will provide the choice of cars e.g. hearse and following limousines if required.
- On the day the funeral director will organise everything and ensure the service is as expected.
- The council will issue an invoice to the funeral director after the service and the funeral director will then send a bill to the applicant for any outstanding payment. It should be itemised and should clearly define the accounts paid on behalf of the applicant.