

Dear Clients,

Re: Legacy Independent Funeral Directors, Humberside

We're aware of the ongoing investigation regarding Legacy independent Funeral Directors in Humberside and understand this will be a concerning time for families and individuals who have used the services of this business. While this is not related to our business, it has shone a spotlight on the funeral industry as a whole, and will no doubt be a cause of concern for all families currently experiencing the loss of a loved one.

As such, we would like to provide some reassurance to our clients, past, present and future of the measures and facilities we have in place to ensure the best possible care for your loved ones.

The majority of our funeral homes have onsite mortuary facilities. Where this onsite facility is not available, we will always make this clear during initial conversations and will let you know which of our funeral homes will be caring for your loved one in a modern and hygienic setting.

Unlike Legacy Independent Funeral Directors, we are a member of the National Association of Funeral Directors and we abide by the Funeral Director Code.

The code is designed to ensure those in funeral service act in the public interest and aspire to the highest professional standards. It sets out how deceased people should be cared for, that there needs to be transparency of information provided to bereaved individuals and families, as well as more general requirements to meet all relevant laws and regulations.

In addition, there is independent oversight of our services through the separate Funeral Standards Organisation and their team of inspectors, who can inspect any of our funeral homes without warning at any time. These comprehensive inspections include several checks in the mortuary area.

Furthermore, we're happy for any family who wishes to do so, to inspect our mortuary facilities and will be happy to make these arrangements.

We always aim to deliver the best care, support and experience to our families and their loved ones. Should you have any questions or concerns please contact your nearest Southern Co-op Funeral Home for more information and support.

March 2024