



Charlotte Graham & Daughters.

Following a disciplinary investigation, Charlotte Graham & Daughters in Broughton Astley, Leicester, has been excluded from membership of the National Association of Funeral Directors.

The decision was made by the NAFD Disciplinary Committee, made up of Chair Barry Picken, Lay member Linda Ford and Funeral Director representative Jim Brodie. The decision stipulated that Charlotte Graham & Daughters may not reapply for membership for the period of five years.

The series of complaints received related to a pattern of behaviour not compatible with the Code of Practice.

In their judgment, the Committee upheld each of the complaints about Charlotte Graham & Daughters which, when taken cumulatively, involved the following provisions of the Code being breached:

- (1.1) shall act in a courteous, sensitive and professional manner;
- (1.4) shall at all times, offer the best advice and provide the best possible service;
- (1.7) shall do nothing liable to bring the profession into disrepute.

Charlotte Graham & Daughters declined to appear to make any representations to the Committee after the allegations were formally presented to them.

Charlotte Graham & Daughters has been instructed to remove NAFD logos from its funeral home, letterhead, marketing and website to avoid causing confusion to bereaved families. Charlotte Graham & Daughters will no longer be subject to the NAFD's Funeral Director Code and can no longer offer families access to the Association's independent complaints and redress service. For anyone in Leicester looking for a funeral director that is subject to these standards, please visit funeral-directory.co.uk to find NAFD members in your area.

This notice will be displayed until March 2027.