



Dale & Sons.

Following a disciplinary investigation, Dale & Sons in Uxbridge, Middlesex has been excluded from the National Association of Funeral Directors.

The decision was made by the NAFD Disciplinary Committee, made up of Chair Linda Ford, Lay member Barry Picken and Funeral Director representatives Abi Pattenden, Emily Houghton and Jim Brodie. The decision stipulated that Dale & Sons may not reapply for membership for the period of five years.

The series of allegations received related to a pattern of behavior not compatible with the Funeral Director Code.

In their judgement, the Committee upheld each of the alleged breaches about Dale & Sons which, when taken cumulatively, involved the following provisions of the Code being breached:

Principles:

Funeral businesses must:

- (1) act in the best interests of each client, and prospective client;
- (3) respect and maintain the dignity of deceased people in your care at all times;
- (6) behave in a way that promotes and maintains public trust in their business, the funeral directing profession and related industries;
- (8) run their business effectively and in accordance with proper governance and sound risk management principles;

And more specifically, the following outcomes of the Code:

- (2.1) You have access to suitable facilities and equipment to enable you to care for deceased people you take into your care.
- (2.5) Each deceased person must be stored appropriately and in a way that takes into account Health and Safety Executive (HSE) Guidance – Managing Infection Risks when Handling the Deceased: Guidance for the mortuary, post-mortem room and funeral premises, and during exhumation.
- (3.1) You preserve the dignity of the deceased people in your care at all times.
- (6.2) Any staff or sub-contractors responsible for caring for deceased people are equipped with the skills and knowledge necessary to do this.
- (8.1) You comply with data protection obligations under the General Data Protection Order.
National Association of Funeral Directors
- (8.4) You have effective systems and controls in place to enable you to identify risks to client confidentiality and to mitigate those risks.

Dale & Sons declined to make any representations to the Committee after the allegations were formally presented to them.

Dale & Sons has been instructed to remove NAFD logos from its funeral home, letterhead, marketing and website to avoid causing confusion to bereaved families. Dale & Sons 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 Middlesex 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 October 2028.