



A Milne Independent Funeral Directors

Following a disciplinary investigation, A Milne Funeral Directors in Dumbarton and Glasgow have been expelled 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, Emily Houghton, Gerrard Boyle and Jim Brodie. The decision stipulated that A Milne Funeral Directors will have permanent exclusion from the Association, with immediate effect.

Furthermore, all Directors associated with A Milne Funeral Directors should be excluded from NAFD membership in respect of any alternative funeral business of which they are a Director, now or in the future.

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

In their judgement, the Committee upheld each of the alleged breaches about A Milne Funeral Directors 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;*
- (2) provide the best possible level of care to bereaved people, keeping in mind the specific needs of each client and family;*
- (3) respect and maintain the dignity of deceased people in your care at all times;*
- (4) act transparently, with honesty and integrity;*
- (5) provide clients with full and fair information about services, products and associated prices;*
- (6) behave in a way that promotes and maintains public trust in their business, the funeral directing profession and related industries;*
- (7) comply with all legal and regulatory obligations and deal with their regulators in an open, timely and cooperative manner;*
- (8) run their business effectively and in accordance with proper governance and sound risk management principles;*
- (9) run their business in a way that encourages equality of opportunity and respect for diversity;*
- (10) run their business in a way that encourages a culture that values and welcomes both negative and positive feedback as a way of putting things right and continuously improving service;*
- (11) conduct appropriate due diligence in relation to all third party contractual relationships that have the potential to negatively impact clients.*



And more specifically, the following outcomes of the Code:

O(1.1) You treat your clients and prospective clients fairly, with respect and dignity, keeping in mind that some will be vulnerable.

O(1.2) You have the resources, skills and procedures to carry out any instructions you accept.

O(1.3) the service you provide to clients is competent, delivered in a timely manner and takes into account each clients needs and circumstances.

O(2.1) You have access to suitable facilities and equipment to enable you to care for deceased people you take into your care.

O(2.6) The interior and exterior of all buildings and vehicles shall be clean, well maintained and appropriate for the provision of funeral services.

O(3.1) You preserve the dignity of the deceased people in your care at all times.

O(3.3) Your client is advised in advance if the deceased person they have entrusted into your care may be moved to an alternative premises for any purpose related to their care or at the request of the coroner. Where no such advice has been given, the client is always kept informed of the precise location of the deceased person they have entrusted into your care.

O(3.5) You have suitable systems in place to ensure all deceased persons in your care can easily be identified by IFSO or any other internal inspector without any assistance from staff.

O(3.7) You store all cremated remains /ashes in a designated, locked, clean, dry, well maintained location.

O(3.10) Unless otherwise instructed by your client, first offices are always carried out on all deceased persons entrusted to your care, unless there is a good reason for not doing so.

O(4.2) You have effective systems and controls in place to achieve and comply with all the Principles rules and outcomes of this code.

O(4.3) You identify, monitor and manage risks to compliance with all the principles, rules and outcomes of this Code, if applicable to you, and take steps to address issues identified.

O(5.1) Your publicity in relation to your business is accurate and not misleading, and is not likely to diminish public trust in the funeral directing profession and /or related services.

O(9.1) Clients are informed at the time of engagement of both their statutory rights and their right to complaint to NAFD.

O(9.3) Client complaints are dealt with promptly, fairly, openly and effectively.

O(9.4) If you cannot resolve a dispute with a client you provide them with the name and web address of a certified provider of alternative dispute resolution.

O(10.1) You notify the relevant regulators promptly of any material changes to relevant information about you including, the opening of a new branch or operational premises,, the closure of an existing branch, or operational premises any action taken against you by another regulator, including non-sector specific regulators such as the ISO and HSE and any serious failure to comply with or achieve the principles of this code

O(10.2) You cooperate fully with your regulators at all times, including in relation to any investigation into you compliance with this code.



O(10.3) You comply with any written notice from your regulator and any independent organisation overseeing complaints against you.

O(10.4) You cooperate with your regulators inspection and compliance monitoring processes and grant access to all areas of your business premises necessary for the carrying out of regular announced and unannounced inspections.

O(10.5) You co-operate with your regulators' self-reporting requirements and ensure that all information provided is full and accurate to the best of your knowledge.

A Milne Funeral Directors has been instructed to remove NAFD logos from its funeral home, letterhead, marketing and website to avoid causing confusion to bereaved families. A Milne Funeral Directors will no longer be subject to the NAFD's Funeral Directors Code and can no longer offer families access to the Association's independent complaints and redress service.

For anybody in the Dumbarton or Glasgow areas looking for a Funeral Director that is subject to these standards, please visit funeral-directory.co.uk to find NAFD members in your area.