Alexanders

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Client and Visitor Code of Conduct

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1. Purpose and scope

At Alexanders Funeral Care, we want our employees to listen, respect and help our clients so they can say their best goodbye to their family members and loved ones. We also believe that our colleagues have the right to work in a safe environment, free from abuse, discrimination or harm caused by others; this means we expect all our clients to always treat our employees with respect.

At Alexanders Funeral Care we believe it's important to:

- ➢ Work in partnership with the client/family of the deceased.
- ➢ Create a safe, respectful and inclusive environment for all clients and visitors.
- ➢ All stakeholders (client / staff / visitors) to model appropriate behaviour at all times

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the staff code of conduct) and clients and visitors (through this policy).

This Client and Visitor Code of Conduct aims to help Alexanders Funeral Care work together with clients and visitors by setting guidelines on appropriate behaviour.
We use the term 'clients' to refer to:
- Anyone who is the person arranging the funeral with the funeral director
We use the term 'visitor' to refer to:
- Any person who is not employed by Alexanders Funeral Care but is required to be in the funeral home or wishes to gain access to the funeral home. Including: agency staff, health professionals, contractors, volunteers, local authority personnel, clients and family and friends of the deceased.

2. Our expectations of clients

We expect clients and other visitors to:

- ➢ Respect the caring ethos, vision and values of Alexanders Funeral Care
- ➢ Work together positively with staff in the best interests of the deceased.
- ➢ Approach the right member of staff to help resolve any issues of concern in a calm, non-offensive manner.
- ➢ Seek a peaceful solution to all issues by allowing staff to work with the client in order to clarify theirs and others version of events before taking appropriate action

3. Behaviour that will not be tolerated:

Aggressive or abusive behaviour

We understand that the death of a family member or loved one can be an incredibly stressful and upsetting time, which can manifest into different emotions, such as anger. If that anger escalates into aggression or abuse towards our members of staff, we consider that unacceptable.

Aggressive or abusive behaviour could be any form of physical, hostile behaviour or use of inappropriate language, verbal or written, which may cause a member of staff to feel scared, intimidated, threatened or offended. This could be:

- creating a hostile, degrading or offensive interaction
- Swearing, or using a loud voice or offensive language towards members of staff, other visitors (including via the telephone)
- Using a bullying tone or language
- Displaying a temper, aggression or shouting at members of staff or other visitors (including via the telephone)
- Using inappropriate religious, cultural or racial comments or insults; including racial stereotypes and judgements based on accent, appearance or age
- Using homophobic, bi-phobic or transphobic comments
- Using sexist or other derogatory remarks
- Threatening another member of Alexanders Funeral Care community (via phone / email / social media / in person)
- Sending abusive messages to another member of Alexanders Funeral Care community, including via text, email or social media
- Damaging or destroying the funeral home's property
- Disrupting, or threatening to disrupt, Alexanders Funeral Care operations
- Posting defamatory, offensive or derogatory comments about the funeral home, its staff or any member of its community, on social media platforms
- Smoking inside the funeral home premises
- Possessing or taking drugs (including legal highs)
- Aggressive or disruptive behaviour linked to being under the influence of alcohol or drugs
- No audio/video recordings during conversations with staff

Unreasonable Demands

What amounts to an unreasonable demand will depend on the circumstances and the seriousness of the issues raised or if the demand is deemed discriminatory.

Dependent on the circumstance where a demand is deemed unreasonable, we may:

- talk to the client to understand the reasons for their demands and look to find a suitable way forward
- limit contact to telephone calls from the client at set times on set days
- restrict contact to a nominated member of staff who will deal with future calls or correspondence
- see the client by appointment only
- take any other action that we consider appropriate to the circumstances
- inform the client that we will be unable to conduct the funeral to protect our employees.

Family Disputes

We're committed to providing a compassionate and professional funeral service, however we must emphasise that our role is limited solely to facilitating the funeral arrangements as set out in the estimate form. While we understand that sadly, family disputes arise from time to time, it's outside our role to participate in or mediate any family disputes, disagreements or legal matters that may arise among family members or other parties involved. We reserve our right to act as we consider appropriate if a family dispute or dispute with another party arises. If the dispute is unable to be amicably solved we reserve the right to cease all the arrangements.

Reasonable contact

We strive to provide a meaningful and personalised service that reflect the wishes of the person who has died and their family. To ensure a considerate planning experience, we kindly request reasonable contact without undue delay from our clients throughout the funeral arrangement process. If you do not give instructions or instructions are delayed it could incur additional costs or family requests not being able to be fulfilled.

Discriminatory Symbols

At Alexanders Funeral Care we are committed to providing compassionate and respectful services to all families. However, we recognise that certain symbols, including discriminatory tattoos, can cause significant distress and conflict among attendees, our colleagues, and the broader community. Therefore, it is our policy that if the deceased has visible symbols or tattoos that are widely recognised as discriminatory or racist, the funeral services may be subject to additional conditions. These conditions may include covering the offensive symbols to respect both the deceased and the sensitivities of our colleagues and wider communities.

We are dedicated to ensuring a safe and respectful work environment for our employees. To protect our members of staff from exposure to hate symbols and to maintain a professional and inclusive workplace, we may refuse to handle services that involve prominently displayed offensive symbols unless appropriate measures are taken to mitigate their visibility.

Our primary goal is to balance respect for the deceased with the well-being and values of the community and our employees. We encourage families to discuss any concerns with our colleagues to find a suitable solution that honours their loved one while maintaining a respectful environment for all.

4. Breaching the code of conduct

If Alexanders Funeral Care suspects, or becomes aware, that a client or visitor has breached the code of conduct, the funeral home will gather information from those involved and speak to the client or visitor about the incident. Before we take any action, we will advise the client or visitor that we consider their actions offensive, unnecessary, or unhelpful and they should take the opportunity to modify their behaviour. If the behaviour continues, we will take action as outlined in this document.

Depending on the nature of the incident, the managing director may then:

- ➢ End telephone calls / appointments / meetings
- ➢ Send an initial warning letter to the client or visitor
- ➢ Invite the client or visitor in to the funeral home to meet with them
- ➢ Contact the appropriate authorities or notify the police (in cases of criminal behaviour). This will always be the case if physical violence is used or threatened.
- ➢ Seek advice from our Solicitors regarding further action (in cases of conduct that may be libellous or slanderous)
- ➢ Terminate all direct contact with the client
- ➢ Ban the client or visitor from Alexanders Funeral Care site
- ➢ Inform clients that we will be unable to conduct a funeral to protect our colleagues

In the eventuality of the services of Alexanders Funeral Care being terminated by the client or by Alexanders Funeral Care, all charges and costs incurred up to the point of termination will be invoiced. If Alexanders Funeral Care terminates the service the costs are at the discression of the managing director.

Alexanders Funeral Care will always respond to an incident in a proportionate way. The final decision for how to respond to breaches of the Client and Visitor code of conduct rests with the managing director.

Appendix 1 – Social Media
Inappropriate use of Social Network Sites:
Nationally, social media websites are being used increasingly to fuel campaigns and complaints. The managing director and staff of Alexanders Funeral Care considers the use of social media websites being used in this way as unacceptable. Any concerns you may have about the funeral home must be made

through the appropriate channels by speaking to the funeral director allocated to the client, the business manager or managing director, where they will be dealt with fairly, appropriately and effectively for all concerned.

Libellous or Defamatory posts:
In the event that any client or visitor is found to be posting libellous or defamatory comments on Facebook or other social network sites, they will be reported to the appropriate 'report abuse' section of the network site. All social network sites have clear rules about the content which can be posted on the site and they provide robust mechanisms to report contact or activity which breaches this. Alexanders Funeral Care will also expect that any client or visitor removes such comments immediately.

Policy reviewed: August 2025 Next review date: August 2027