

# Taking care of your loved one



We're with you  
every step of  
the way...

The first step



*We'll be there every step of the way to guide you.*

Firstly, please accept our condolences on your bereavement. We provide a complete, sensitive and sympathetic service to bereaved relatives and executors when a death occurs. When called upon to arrange a funeral, we take complete responsibility for all the details, so relatives have no more to worry about at this difficult time than is absolutely necessary.

### **Care of the deceased**

Because the care and dignity of your loved one is so important to you, we ensure our team members are trained in delivering the very highest standards of care for the deceased. We take this responsibility very seriously, right from the moment we are informed of the death.

### **What do I do next?**

When someone dies there are a number of steps to take as soon as possible. These include:

1. If the coroner is not involved, obtain the Medical Certificate of Cause of Death (MCCD) from the doctor. This may be the deceased's GP or the last doctor to have looked after your loved one in hospital.
2. Inform the registrar for the district in which the death occurred. This should take place within 5 days of the death occurring.
3. Contact us to make the personalised funeral arrangements for your loved one.

## Registration

Once you have the Medical Certificate of Cause of Death, you can make an appointment to register the death with the local register office (see back page).

### When registering the death it is advisable to take the following:

- NHS card
- MCCD
- Birth certificate
- Driving licence
- Council tax bill
- Marriage/civil partnership certificate
- National insurance number of deceased and surviving spouse/civil partner
- Passport
- Proof of address (e.g. utility bill)

### The registrar will issue you with:

- A Certificate for Burial or Cremation (this document is green in colour). This should be given to your Funeral Director as soon as possible.
- A Certificate of Registration or Notification of Death (BD8) will also be issued. This authorises the claiming of benefits if applicable.

Certified copies of entry can also be obtained for a charge. These will be required for administering the deceased's estate.

## Coroner

The Coroner is appointed to investigate when the circumstances surrounding a death are:

- unknown
- sudden and unexplained
- the person who died was not visited by a medical practitioner during their final illness
- a medical certificate is not available
- the person who died was not seen by the doctor who signed the medical certificate within 14 days before death or after they died

Once a death has been reported to the Coroner, the Registrars are not able to register the death until the investigation is complete. The Coroner's enquiries may take time, so it can mean the date of the funeral cannot be arranged.

The Coroner could decide:

- no action is necessary. The Registrar will be informed by the Coroner and the death can be registered

- to hold a post mortem examination
- to hold an inquest

## Making the funeral arrangements

Once you notify us of the death of your loved one, we'll ask you if you would like to make an appointment to discuss the funeral arrangements.

This can be carried out in our funeral home, via telephone or at a home address, whichever is more comfortable and convenient for you.

The meeting can take approximately two hours and during the appointment, your dedicated funeral director/arranger will ask you questions to ensure that we can provide a professional and personalised funeral service to honour your loved one.

Please note that we operate a safeguarding and vulnerable persons procedure to protect the interests of those who may be susceptible to detriment or disadvantage due to certain personal circumstances. In such cases we may request the presence of an additional family member or friend, or if this is not possible, we may provide a nominated individual to assist, advise and support.

**What you may need to bring to the funeral arrangement appointment:**

- Clothing that you may like your loved one to be dressed in
- Personal effects or jewellery that you may like to rest with your loved one
- Registrars Certificate of Burial or Cremation (if you have it)
- If applicable, a copy of the Funeral Plan Certificate

**Notes** \_\_\_\_\_

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## Numbers you may find useful

**Hospitals** – you may need to contact a doctor at the hospital to give you a MCCD that states the cause of death of your loved one.

**Diana, Princess of Wales Hospital**  
T: 01472 874 111

**Grantham and District Hospital**  
T: 01476 565 232

**Hull Royal Infirmary**  
T: 01482 875 875

**John Coupland Hospital**  
T: 01427 816 500

**Leicester Royal Infirmary**  
T: 0300 303 1573

**Lincoln County Hospital**  
T: 01522 512 512

**Louth County Hospital**  
T: 01507 600 100

**Queen Elizabeth Hospital**  
T: 01553 613 613

**Queen's Medical Centre**  
T: 01159 249 924

**Pilgrim Hospital**  
T: 01205 364 801

**Scunthorpe General Hospital**  
T: 01724 282 282

**Peterborough City Hospital**  
T: 01733 678 000

**Bassetlaw District General Hospital**  
T: 01909 500 990

**Doncaster Royal Infirmary**  
T: 01302 366 666

**King's Mill Hospital (Mansfield)**  
T: 01623 622 515

**Nottingham City Hospital**  
T: 0115 969 1169

**Newark General Hospital**  
T: 01636 681 681

**Johnson Community Hospital (Spalding)**  
T: 01775 652 000

**Registrars** – to register the death of your loved one.

**Lincolnshire County Council**  
Registration Services  
T: 01522 782 244

**Nottinghamshire Registration Services**  
T: 0300 500 8080

**North Lincolnshire Registration Services**  
T: 01724 298 555

**North East Lincolnshire Registration Services**  
T: 01472 326 295

**Coroners** – you may need to contact a Coroner to discuss the investigation into the reason your loved one died.

**Lincolnshire Coroner**  
Covering Central and Southern Lincolnshire  
Open Mon to Fri 9am – 4pm  
T: 01522 552 500

**North Lincolnshire Coroner**  
Open Mon – Thu 8.30am–4.30pm  
& Friday 8.30am – 4pm  
T: 01472 324 005

**North East Lincolnshire Coroner**  
Open Mon to Fri 9am–5pm  
T: 01472 324 020

**Nottinghamshire Coroner**  
Open Mon to Fri 8am–5pm  
T: 01158 415 553

# Complaints procedure

Lincolnshire Co-operative Funeral Services is committed to providing "A Valued Service from Caring Professionals", through working in an open and accountable way. One of the ways in which we can continue to improve our services is by listening to and responding positively to the views of our clients and other stakeholders, including their concerns and complaints about our services or invoicing. This also includes complaints made about the services of a third-party sub-contractor operating on our behalf.

## Stage 1

In the first instance, if your complaint has not been resolved to your satisfaction informally, you should write to the member of staff who dealt with you, or their supervisor, so that he or she has a chance to put things right. In your letter you should set out the details of your complaint, the consequences for you as a result and the remedy you are seeking. Your complaint should be acknowledged within 4 working days of receipt. You should then get a full response and explanation within 15 working days. Our aim is to resolve all matters as quickly as possible. However, some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter and when a full reply can be expected and from whom. Our contact details can be found on the Society's website [www.lincolnshire.coop/funeral](http://www.lincolnshire.coop/funeral) or by enquiring at any of our funeral homes.

## Stage 2

If you are not satisfied with the initial response to the complaint you have made, then you have the option of writing to the Society's Head of Funeral Services, who will either review the complaint personally or nominate an appropriate member of the Society's Leadership Team to do this on their behalf. The Head of Funeral Services is located at Lincolnshire Co-operative Funeral Services, Tritton Road, Lincoln LN6 7QY, tel. (01522) 534 971, or e-mail: [funeralservices@lincolnshire.coop](mailto:funeralservices@lincolnshire.coop)

## Final Stage

Where all reasonable efforts to resolve the complaint have been exhausted, or in extreme cases where either the complainant or Lincolnshire Co-op consider the matter to be more appropriately handled externally; the complaint may be referred to the National Association of Funeral Directors (NAFD) - [www.nafd.org.uk](http://www.nafd.org.uk)

Lincolnshire Co-operative Funeral Services is bound by the ruling of the NAFD as a condition of its membership with them.

# Lincolnshire Co-op funeral home contact details



- Alford Funeral Home**  
39 South Street, Alford, LN13 9AJ  
T: 01507 463 444
- Boston Funeral Home**  
5 South Square, Boston, PE21 6HX  
T: 01205 362 512
- Bracebridge Heath Funeral Arrangement Office**  
22 Grantham Road,  
Bracebridge Heath, LN4 2LD  
T: 01522 529 406
- Caistor Funeral Arrangement Office**  
16 High Street, Caistor, LN7 6QF  
T: 01472 859 222
- Coningsby Funeral Home**  
36 High Street, Coningsby, LN4 4RA  
T: 01526 345 999
- Gainsborough Funeral Home**  
North Street, Gainsborough, DN21 2HS  
T: 01427 612 131
- Grimsby Funeral Home**  
246 Corporation Rd, Grimsby, DN31 2QB  
T: 01472 242 444
- Holbeach Funeral Home**  
2-8 Church Street, Holbeach, PE12 7LL  
T: 01406 422 333
- Horncastle Funeral Home**  
2 Market Place, Horncastle, LN9 5HD  
T: 01507 523 385
- Lincoln Funeral Home (Proctors Road)**  
11 Proctors Road, Lincoln, LN2 4LA  
T: 01522 535 800
- Lincoln Funeral Home (Tritton Road)**  
Tritton Road, Lincoln, LN6 7QY  
T: 01522 534 971
- Long Sutton Funeral Home**  
West Street, Long Sutton, PE12 9BN  
T: 01406 363 648
- Louth Funeral Home**  
134 Eastgate, Louth, LN11 9AA  
T: 01507 603 519
- Mablethorpe Funeral Home**  
High Street, Mablethorpe, LN12 1AU  
T: 01507 473 440
- Market Rasen Funeral Home**  
1 King Street, Market Rasen, LN8 3BB  
T: 01673 842 788
- Newark Funeral Home**  
Roseleigh House, Beacon Hill Road,  
Newark, NG24 1NT  
T: 01636 703 808
- Retford Funeral Home**  
18 Moorgate, Retford, DN22 6RH  
T: 01777 701 601
- Scunthorpe Funeral Home**  
55/57 Oswald Road,  
Scunthorpe, DN15 7PE  
T: 01724 890 000
- Sleaford Funeral Home**  
Duke Street, Sleaford, NG34 7DX  
T: 01529 306 311
- Spalding Funeral Home**  
St. John's Road, Spalding, PE11 1JD  
T: 01775 723 199
- Spilsby Funeral Home**  
15 The Terrace, Spilsby, PE23 5JR  
T: 01790 752 334
- Sutton On Sea Funeral Home**  
Trusthorpe Road,  
Sutton on Sea, LN12 2LL  
T: 01507 441 271

Visit [www.lincolnshire.coop](http://www.lincolnshire.coop) for more information

(Sept 2021)