

CHANGES TO CODE OF PRACTICE

Guidance to Members

This Code - which remains the client/public facing Code of the NAFD and, as such, aims to incorporate aspects of consumer protection relevant to our sector - is set out in the same manner as before. The wording in the introductory paragraph of the Code has been amended to strengthen the message in relation to the commitment of members.

The Simple Funeral Service – item 3.7 in previous Code

A major change to the Code is the removal of the requirement to provide *The Simple Funeral Service*, as defined within the previous Code. However, members will be able to determine within their own businesses whether to provide such a package of services aimed to suit the community they serve or to acknowledge that, given the continuing requirement to itemise the cost of each of the main elements of service provided, a client can exercise their choice in selecting the “package” of services that suits either their financial resources or personal choice.

Display of NAFD logo on stationery – item 7.3 in previous Code

The requirement to display the NAFD logo on letterhead, stationery and promotional material has been removed. Whilst this will not be checked during inspections, use of the logo is encouraged. **NB: display of the NAFD window sticker is still a requirement of the revised Code (item 7.1).**

Home arrangements – item 9.5 in previous Code

With regard to when funeral arrangements are made in a client’s home or place of work, the need for the Standards & Quality Managers to ensure members make their clients aware of their right to terminate such a contract within a cooling-off period of fourteen days and check that the necessary documentation is in place has been removed. **NB: the requirement to comply with this legislation remains within the Code.**

Definitions – item 11 of previous Code

The deletion of the ‘Simple Funeral’ has removed most of the content of the “Definitions” section of the previous Code. The remaining elements of the list of definitions have been incorporated into the new Code.

The Promise – item 12 in previous Code

Section 12 of the Code, The Promise, has been removed.

The content of the remainder of the Code follows similar lines to the previous Code, with additional elements to reflect the intent to strengthen the Code’s values for the client. The general formality of the old Code has been replaced with what we believe are more user-friendly descriptive terms.

Code of Practice Principles – Appendix in previous Code

The Appendix section which set out the Code of Practice Principles has been removed. Therefore, members will no longer be required to display the *Code of Practice Principles* certificate on their premises.

The content of the remainder of the Code follows similar lines to the previous Code, with additional elements to reflect the intent to strengthen the Code’s values for the client. The general formality of the old Code has been replaced with what we believe are more user-friendly descriptive terms.