

Hello,

Having looked through your document I agree with all the areas you are covering in the Study.

Ours is a family business started in 1888 by my great grandfather.

I put much of the blame for the current negative publicity and controversy at the door of [X], they have raised their charges to unreasonable rates, this has caused families to look for cheaper alternatives. All Funeral Directors charge different rates, this should reflect the service offered, i.e. clean and tasteful premises, (front of house as well as the mortuary and garage areas.) The fleet of vehicles should be in good condition and clean for every funeral, and adequate staffing levels to attend to the families needs.

I have a policy that my staff are aware of, that the public are encouraged via our website to inspect our premises, no appointment required.

They can inspect the branches from top to bottom, vehicles etc. We are always ready, all funeral directors should be made to accommodate this, standards would raise immediately.

I would further suggest a rating system should be implemented by the NAFD and SAIF when routine premises inspection takes place, as with Hotels for example, you would expect a 5\* with better facilities and choice to be more expensive than 1\*

We have some years published our prices in full on our website, in an easy way for the potential client to understand. This is lacking in the funeral industry generally and with the largest groups particularly. Please look at our website [www.mgarton.co.uk](http://www.mgarton.co.uk)

Kind regards,

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(Director)

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