



The Dignity promise

Every Dignity funeral director is rigorously monitored to ensure that its client service, premises and vehicles are of the highest standard. By choosing a Dignity funeral director you can be confident that:

We are compassionate and caring:

- We never forget that this is one of the worst times in someone's life. We always treat people with compassion, respect and care.

We are open, honest and straightforward:

- We help our clients by providing clear and straightforward information that enables them to make informed choices. We are transparent about our fees and there are no hidden extras.

We spend as much time as the client needs:

- We spend as much time with our clients as they need, whether it's when they first contact us, during the arrangements for the service, or choosing a memorial or funeral plan.

We pay attention to detail:

- We know that for our clients every detail is important. We take care and time to make sure we get every detail right.

We keep in contact:

- We keep in regular contact with our clients. They always understand what is happening; who is looking after them and they are confident that we understand their wishes.

Dignity ~ The ultimate funeral professionals

Dignity is a British company that has funeral homes in towns and cities across the UK. We strive to set the highest standards for the funeral profession in terms of client service and care for the deceased.

At Dignity we are funeral people – it's all we do. Dignity funeral directors have a rich heritage. Our oldest funeral home was established in 1812 and the majority of our businesses have been serving their local community for generations.

Our funeral directors and arrangers come from the cities and towns they serve or families that have been in the funeral profession for generations. This means they understand local traditions and can help our clients every step of the way from registering the death to explaining all the options so that families can have the service they want for their loved one.

A Dignity funeral director provides a complete service and there are no hidden extras. We are completely transparent about our pricing, providing a price list and written quotation for each client at the time the funeral is arranged, so you know exactly how much the funeral will cost.

By choosing a Dignity funeral director you can be sure that you are choosing the ultimate funeral professionals.

Dignity contact information

If you would like to find out more about Dignity or to find your local Dignity branch please visit; www.dignityfunerals.co.uk.

Or write to:

Dignity Funerals Ltd
4 King Edwards Court
King Edwards Square
Sutton Coldfield
West Midlands B73 6AP

Tel: 0121 354 1557

A Company registered in England No. 41598
Part of Dignity plc – A British Company



DFS31/0811



This leaflet explains the role of the coroner and when a coroner needs to be told that someone has died. This applies to England and Wales only as there are different procedures in Scotland.

What the coroner does

- Investigates sudden, violent or unnatural deaths (this may include holding an inquest).
- Authorises the person who has died in England or Wales to be moved out of the country.
- Approves the documents that go with the body of a person who has died abroad and is brought back to England or Wales.
- Has the power to prevent cremation and to order or allow the body of someone who has died to be exhumed (that is, for the grave to be opened and the body taken from the grave).

The coroner is appointed by the local authority but is not under their control.

Circumstances when a death is reported to the coroner

- If the person who has died was not seen by a doctor during their last illness.
- If the Registrar has not been able to get a completed medical certificate of the cause of death.
- If the person who has died was not seen by the doctor who certified their death within 14 days before they died.

- If the cause of death appears to be unknown.
- If the death was unnatural, was directly or indirectly caused by an accident, by violence or by neglect, or happened in suspicious circumstances.
- If the person who has died fractured a major bone within one year before they died.
- If the person who died had an operation needed due to injury, or if they died during an operation or before they recovered from the anaesthetic.
- If the death was due to having an abortion, an industrial disease or poisoning (including alcoholism or food poisoning).
- If military service may have directly or indirectly caused death.

Other people who have a legal duty to tell the coroner about a death

- The governor of a prison must tell the coroner about any death that happens in the prison, and the coroner must hold a full inquest.
- The person in charge of a psychiatric hospital must report the death of any certified mental patient to the coroner. The coroner must also be told about a temporary patient who dies in an unregistered hospital or nursing home – this is the responsibility of the doctor who saw the patient during their last illness.

What happens when the death is reported to the coroner?

The person who has died passes completely to the coroner's control until they issue an order for burial or cremation.

Will this mean a delay to the funeral?

If the death is reported to the coroner, there is usually a delay of one or two days before the death can be registered. The coroner may ask for a postmortem examination to be carried out to identify the cause of death. They may also order that an inquest is held. In most cases the coroner will release the person who has died for burial or cremation before the inquest takes place, but in some circumstances there may be a longer delay.

This does not stop you visiting your funeral director and making arrangements for the funeral. The funeral director will deal with the coroner's office for you.

What is an inquest?

An inquest is a formal inquiry into an unexplained, sudden or violent death. It is held in a court in front of the coroner, and its purpose is to find out when, where and how the death happened. It is not a trial. The coroner decides which witnesses should be asked to attend. Most inquests are open to the public and the press.

Helpful organisations

Cruse Bereavement Care (England and Wales)

Cruse can help anyone who has lost someone they love.

Helpline: 0844 477 9400

Young persons helpline: 0808 808 1677

Website: www.crusebereavementcare.org.uk

Email: helpline@cruse.org.uk

Write to: Cruse Bereavement Care, PO Box 800, Richmond, Surrey, TW9 1RG

Cruse Bereavement Care Scotland

Helpline: 0845 600 2227

Website: www.crusescotland.org.uk

Email: info@crusescotland.org.uk

Write to: Cruse Bereavement Care Scotland, Riverview House, Friarton Road, Perth PH2 8DF

Samaritans

Samaritans offer a 24-hour phone listening service.

Helpline: 08457 90 90 90

Website: www.samaritans.org

Email: jo@samaritans.org

Citizens Advice

This is a good source of practical help and advice and is particularly helpful with financial or legal problems.

Visit: www.citizensadvice.org.uk to find your nearest bureau.