A brief guide to writing letters of sympathy

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





A brief guide to writing letters of sympathy



A brief guide to writing letters of sympathy

This leaflet is a brief guide to writing a letter of sympathy. Very often we find ourselves stuck for words when someone has died. But people who have lost someone they love get comfort from knowing that their loved one was a part of the lives of others, so it will help them if you can write a few words.

You don't have to write a long letter, as long as it is sincere. Try to post it as soon as possible after the death. The letters below are simply a guide and may help you get started.

To the family of someone at work who has died

I am writing on behalf of all {name's} friends at {name of organisation} to express our sympathy at your sad loss. {Name} was a valued member of the team and contributed to the organisation in many ways. Besides being an excellent worker, {he or she} was always good-humoured and considerate towards {his or her} colleagues.

{He or she} often spoke of {his or her} family with affection. {Name} will be sadly missed by everyone at work. Our thoughts are with you at this difficult time.

To the family of someone you did not know very well

I was sorry to hear of your recent bereavement. Although I did not know {name} well, on the occasions when we met, {he or she} was always kind and considerate. Please accept my sympathy for your sad loss.

To the family who have lost a child

I was very upset to hear of your loss. {Name} was such a lovely {child or person} and will be dreadfully missed. If there is anything {I or we} can do, {I am or we are} only a phone call away.

To a neighbour or close friend

Although we have spoken recently, I wanted to write and tell you how sorry I am for your loss. {Name} was such a special person that no words are really adequate. {He or she} brought pleasure to everyone {he or she} met and will be sadly missed. People tell me how much they valued {name's} friendship. I am always here to talk if you would like. I'll get in touch soon to see if I can make myself useful in anyway.

To someone who has experienced a sudden loss

I was so sorry to hear about the tragic circumstances surrounding {name's} death. The shock and sense of disbelief must be immense. {Name} was such a special person and it must be so difficult to come to terms with the fact {he or she} died so suddenly. If there is anything I can do to help, such as {offer practical help such as looking after the children, doing some shopping, collecting the pension}, please let me know.

Helpful organisations

Cruse Bereavement Care (England and Wales)

Cruse can help anyone who has lost someone they love.

Helpline: 0844 477 9400

Young person's 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.

The Compassionate Friends

They offer help for parents whose children have died.

Helpline: 0845 123 2304 Website: www.tcf.org.uk Email: helpline@tcf.org.uk

Write to: The Compassionate Friends, 53 North Street, Bristol BS3 1EN

The Child Death Helpline

A helpline for anyone affected by the death of a child of any age.

Helpline: 0800 282 986

(Monday to Friday 10am to 1pm, Tuesday and Wednesday 1pm to 4pm and Every Evening 7pm

to 10pm).

Website: www.childdeathhelpline.org.uk

Your notes		