

### 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

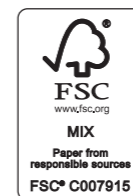
If you would like to find out more about Dignity or to find your local Dignity branch please visit; [www.dignityfunerals.co.uk](http://www.dignityfunerals.co.uk).

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



DFS34/0811

This leaflet deals with some of the emotions people feel when someone close has died a violent death, and the situations you will have to deal with. It is only a very brief guide and you may want to get professional help and guidance. There are a number of organisations that can offer help, support, counselling and advice, and their numbers are listed on the back of this leaflet.

### Your feelings

The violent death of someone you love is a terrible, shattering experience. It is difficult to accept what has happened and you may feel numb, or talk and act in a different way. People think you are 'being very brave' but your body is protecting you from the terrible pain of the truth, and gradually you come to accept the facts.

Anger is one of the first reactions of anyone who has lost a loved one. Your anger may be intense and directed not only to the suspect, if there is one, but also to their family, the police, and anyone who you believe could have prevented the death. If you have a faith, you may feel angry with God for letting this dreadful thing happen. It is normal to want to find someone to blame. You may also feel guilty. This is also normal.

### Other people taking over

All kinds of people will become involved following a violent death and you may feel like your loved one is taken away from you. The police talk about 'their case'. Forensic scientists may want samples of clothing. The courts are setting hearing dates. You may be asked endless questions. You may feel overwhelmed by the need to make sure that the investigation goes correctly and you may worry that you have forgotten something important.

### Asking questions

You may want to know as much as possible about the events surrounding the death. What you don't know, your mind may invent, which may be more distressing than the truth.

### Coping with the media

You may be confronted by reporters asking for background information and photographs. You don't have to talk to them. Refer them to your solicitor, who can issue a short statement on your behalf. Or, you may find it helpful to talk to the press to make sure your side of the story is told. If you give them a photograph, make sure it's one you like.

### The inquest

This will be the first legal procedure you have to cope with. This is not a trial but an inquiry to find out when, where and how the death happened. The coroner decides which witnesses will go to the inquest and you or your solicitor will have the chance to ask them questions.

You may find the inquest helpful as it will identify some facts surrounding the death of your loved one. If someone has been charged with causing the death of your loved one, the inquest will be postponed until after the trial.

### The way forward

The most important healing can come from talking. It may help to go over what happened many times with family and friends. Talking about your feelings may also help. A professional counsellor or people like the Samaritans will have the time and understanding to talk to you. You may never get over it, but in time you will come to terms with what has happened.

Try to recognise the danger signs of becoming too dependent on tranquillisers or alcohol. You may find keeping a diary or writing down your thoughts helpful, and you never need to show your writing to anyone.

### Helpful organisations

#### Victim Support

Hallam House, 56–60 Hallam Street,  
London W1W 6JL

Supportline: 0845 30 30 900

Website: [www.victimsupport.com](http://www.victimsupport.com)

Email: [supportline@victimsupport.org.uk](mailto:supportline@victimsupport.org.uk)

#### Support After Murder & Manslaughter (SAMM)

L&DRC Tally Ho, Pershore Road, Edgbaston  
Birmingham B5 7RN

Helpline: 0845 872 3440

Website: [www.samm.org.uk](http://www.samm.org.uk)

Email: [info@samm.org.uk](mailto:info@samm.org.uk)

#### 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](http://www.crusebereavementcare.org.uk)

Email: [helpline@cruse.org.uk](mailto: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](http://www.crusescotland.org.uk)

Email: [info@crusescotland.org.uk](mailto: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](http://www.samaritans.org)

Email: [jo@samaritans.org](mailto: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](http://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](http://www.tcf.org.uk)

Email: [helpline@tcf.org.uk](mailto:helpline@tcf.org.uk)

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