



Registered in Scotland No. SC351181



COMPLAINTS PROCEDURE

1-3 Mitchell Lane
Alness
Ross-shire
IV17 0QW

Our commitment to our customers

We aim to ensure that:

- Making a complaint is as easy as possible and we treat your complaint seriously
- We will deal with your complaint promptly and in confidence
- We will learn from complaints and use them to review and improve our service.

What is a complaint?

A complaint is when you tell us you are not happy about any part of the service and/or the products we provide.

How to make a complaint

If you wish to make a complaint you can contact our **General Manager**, David Ross, in any of the ways listed below:

By email – david@mairiurquhartandson.com

In writing to -
Mairi Urquhart & Son
1-3 Mitchell Lane
Alness
Ross-shire
IV17 0QW

By phone – Tel: 01349 880901

In person (by appointment only) at –

Mairi Urquhart & Son

1-3 Mitchell Lane

Alness

Ross-shire

IV17 0QW

Your complaint will be acknowledged within 3 days and fully investigated within 5 working days.

If you are unhappy with the response you can contact David Ross in any of the ways listed below:

By email – david@mairiurquhartandson.com

In writing to -

Mairi Urquhart & Son

1-3 Mitchell Lane

Alness

Ross-shire

IV17 0QW

By phone – Tel: 01349 880901

If you are still unhappy

If you are still unhappy with our response you can contact **The National Society of Allied & Independent Funeral Directors (SAIF)** in any of the ways listed below, quoting our membership number 2297:

**By email - info@saif.org.uk In writing to -
The National Society of Allied and Independent
Funeral Directors**

SAIF Business Centre 3 Bullfields **Sawbridgeworth** Herts
CM21 9DB

By phone – Tel: 0845 230 6777 or 01279 726 777

By fax – Tel: 01279 726 300

Your complaint will be acknowledged within 7 days then fully investigated. Timescale for findings and final response will vary depending on each individual case and investigation.

Please note that The National Society of Allied and Independent Funeral Directors (SAIF) will not investigate a complaint unless the internal complaints procedure of the Funeral Directors has been exhausted.

IF YOU ARE STILL UNHAPPY

If you are still unhappy with the response and final decision of The National Society of Allied and Independent Funeral Directors (SAIF) you can request that your complaint be referred to **The Independent Funeral Directors Arbitration Scheme**. For more information and to download leaflet of the scheme please visit - www.saif.org.uk