



COMPLAINTS POLICY

Our Promise

We promise to treat bereaved families and their deceased loved ones with compassion, dedication, integrity and respect at all times. These are our core values and should direct our behaviour in every circumstance.

Should we ever fall short of these standards we want to make it as simple as possible for you to raise a complaint. Here is our promise to you:

All complaints will be dealt with seriously, confidentially and promptly.

We commit to learning from any complaints and will always use them to review and improve our service.

If you wish to make a complaint you can contact our Chief Operating Officer, Andrew Purves in any of the ways listed below:

By email: apurves@williampurves.co.uk

In writing to –
Andrew Purves
William Purves Funeral Directors Ltd
Oakvale Funeral Home
106 Whitehouse Loan
Edinburgh
EH9 1BD

By phone – Tel: 0131 447 5858

Your complaint will be acknowledged within 3 working days and fully investigated within 7 working days.

Complaints can only be made by the person who has instructed and agreed the funeral arrangements contract with us.

Should we fail to resolve your complaint directly with you you can contact our Professional Trade Body The National Society of Allied & Independent Funeral Directors (SAIF) in any of the ways listed below, quoting our membership number 2414

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

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.

Further next steps

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

Or you may contact the Scottish Government Inspector of Burial, Cremation and Funeral Directors directly.