

## COMPLAINTS PROCEDURE

### Our commitment to clients'

We aim to ensure that:

- Making a complaint is as easy as possible and we treat your complaint seriously
- We deal with your complaint promptly and in confidence
- We 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 **Manager**, Mr Drew Green, in any of the ways listed below:

**By email:** [info@johnfraserandson.com](mailto:info@johnfraserandson.com)

### In writing to:

**John Fraser & Son**  
**17 – 29 Chapel Street**  
**Inverness**  
**IV1 1NA**

**By phone:** 01463 233 366 / 01349 808 666

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 **Proprietor**, Ms Vicki Fraser in any of the ways listed above:

Funeral Directors  
Monumental Sculptors  
Pre-paid Funeral Plan Providers

17-29 Chapel Street  
Inverness IV1 1NA  
T: 01463 233366 (24hr Service)

Lovat House, High Street  
Dingwall IV15 9TF  
T: 01349 808666 (24hr Service)

E: [info@johnfraserandson.com](mailto:info@johnfraserandson.com)  
[www.johnfraserandson.com](http://www.johnfraserandson.com)

Members of  
National Association  
of Funeral Directors  
Society of Allied and  
Independent Funeral Directors  
British Institute of Embalmers  
British Register of Accredited  
Memorial Masons

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Proprietor Vicki Fraser



### **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: 189

**By email:** [info@saif.org.uk](mailto:info@saif.org.uk)

#### **In writing to:**

**The National Society of Allied and Independent Funeral Directors**  
SAIF Business Centre 3 3  
Bullfields Sawbridgeworth  
Herts  
CM21 9DB

**By phone – Tel:** 0345 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](http://www.saif.org.uk)

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