

McGillivray Funeral Directors

Complaints Procedure

Complaints Handling Policy

Our Complaints Handling Policy

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We have 7 days to consider your complaint. If we have not resolved, it within this time you may complain to the Legal Ombudsman.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to Christine Simmonte or Colin Anderson, who will review your matter file and speak to the member of staff who acted for you.
3. Christine or Colin will then invite you to a meeting to discuss and hopefully resolve your complaint. He / she will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Christine or Colin will write to you to confirm what took place and any solutions he / she has agreed with you.
5. If you do not want a meeting or it is not possible, Christine or Colin will send you a detailed written reply to your complaint, including his / her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for [another partner or someone unconnected with the matter at the firm...or, for a sole practitioner: to review his/her own decision ...or...appropriate alternative such as review by another local professional or mediation to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.