

# Complaints Procedure

## Our Standards

At Brodies, we set ourselves the highest of standards serving our clients and caring for deceased persons in our care; and are committed to being clear and open on all aspects of our business, including transparency on all charges, including third parties (disbursements). Whilst we pride ourselves on our unmatched level of customer satisfaction, we recognise that problems can arise, and mistakes be made and that you may wish to make a complaint.

## If You Wish to Complain

If you have any questions or concerns, we ask you to speak with a member of our team to answer any queries you may have before there is a need to make a complaint. In addition, at any time, you have the right to complain to the National Association of Funeral Directors (NAFD) of which we are members. The NAFD offers a free and independent Dispute Resolution Service which can be viewed at:

[www.nafd.org.uk/standards/nafd-resolve/](http://www.nafd.org.uk/standards/nafd-resolve/)

If you do decide to make a formal complaint, we encourage you to speak to us first and to allow us the opportunity to work with you to resolve the matter. We aim to resolve all complaints quickly and sensitively.

## Statutory Code of Practice for Funeral Directors

As of the 1<sup>st</sup> of March 2025, all Funeral Directors in Scotland must comply with the Scottish Government statutory code of practice:

<https://www.gov.scot/publications/funeral-director-code-practice-2/>

If you believe a breach has occurred, then please contact us, in the first instance, as we may have already automatically self-referred to the Senior Inspector of Burial, Cremation and Funeral Directors, but you are also invited.

Please note Inspectors can only investigate breaches of the Statutory Code.

Contact can be made via:

[burialandcremation@gov.scot](mailto:burialandcremation@gov.scot)

## Considerations

We will always work with you to establish the detail and circumstances of your complaint. This may include actions of third parties (such as funeral officiants or activities which take place at third party venues). Whilst recognising some aspects of your complaint may involve third parties, we will nevertheless try to reach a satisfactory conclusion to your complaint by engaging these third parties on your behalf when this is possible and appropriate to do so.

At times, we may be constrained in law in responding to certain aspects of a complaint.

For example, we may be bound by duties of confidentiality or by data protection laws. Whilst taking into consideration these constraints, we aim to be as full and transparent as possible in our response.

## How to Complain

You can complain to us in the following ways:

- **In person:** Please visit any of our branches.
- **By telephone:** Please contact Mr Brodie on 01501 751214
- **By email:** [jim@brodiesfunerals.co.uk](mailto:jim@brodiesfunerals.co.uk)
- **By post:**  
Mr J Brodie  
Brodies Funeral Services Ltd  
9 West Main Street  
Harthill  
ML7 5QD

## Stages and Timescales

We have four stages to our complaints process:

- **Stage 1:** Acknowledgement
- **Stage 2:** Investigation
- **Stage 3:** Discussion and resolution
- **Stage 4:** Appeal

### Stage 1 – Acknowledgement

Within 3 working days of receiving a complaint, we aim to have acknowledged the complaint in writing (either via email or post).

### Stage 2 – Investigation

During this stage, we may need to request further information to enable us to fully understand the complaint and to commence our investigation.

### **Stage 3 – Discussion and Resolution**

Within 10 working days (subject to individual specifics) of receiving a complaint, our investigation should be completed and a suitable resolution proposed to you. During this period, we may need to correspond on an ongoing basis to request additional information and/or to discuss the proposed resolution.

### **Stage 4 – Appeal**

If the proposed resolution is not accepted, then an Appeal should be communicated to us in writing within 10 working days of receipt of the proposed resolution.

We will review the Appeal and communicate a final response. In our correspondence, we will also provide details of the free and independent Dispute Resolution Service offered by the National Association of Funeral Directors (NAFD). This service can be used if you remain dissatisfied. A complaint to the NAFD must be made within 12 months of the date of the funeral.

## **Please note**

If for any reason the timescales above are unachievable, we will work with you to agree appropriate revised timeframes.

Although rare, complaints are reasonable and both sides should act in good faith to achieve a fair resolution. We will always be professional and courteous, and we expect the same in return.

## **Funeral Planning Complaints**

As Authorised Representatives of Golden Charter Funeral Plans, these complaints are handled under FCA Regulations and must be completed online to Golden Charter via their online portal, we will complete this on your behalf and Golden Charter will contact you and investigate independently, however we will always endeavour to satisfy any complaints of any nature in the first instance, but must comply with Statutory Financial Conduct Authority regulations.

## **Your right to privacy**

All complaints received will be dealt with taking into account confidentiality and complaints will be handled in line with the requirements of the General Data Protection Regulation and the Data Protection Act 2018.