

Complaints Procedure

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 Manager and Director, Christine Simmonte in any of the ways listed below:

By email: canadafuneralservices.outlook.com

In writing to –

Christine Simmonte

C & A Funeral Services Ltd

126 High Street

Prestonpans

East Lothian

EH32 9AD

By phone – Tel: 01875 818366

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 Association of Funeral Directors (NAFD) in any of the ways listed below, quoting our membership number 401831

By email – www.nafd.org.uk

In writing to -

The National Association of Funeral Directors

The Coach House

618 Warwick Road

Soilhull

B91 1AA

By phone – Tel: 0121 711 1343

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 Funeral Directors (NAFD) 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 of Funeral Directors (NAFD) 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.nafd.org.uk

Or you may contact the Scottish Government Inspector of Burial, Cremation and Funeral Directors, directly. They will be more than happy to assist in all complaints.