



Sturrock Comb & Davidson Ltd.

Independent family funeral directors. Est. 1890.

FUNERAL COMPLAINT PROCEDURE

Our commitment to clients'

We promise to treat our clients with compassion, dedication, integrity and respect at all times.

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

All complaints will be dealt with confidentially and promptly.

We realise that your complaint may be in relation to our services but also third party services that we have engaged on your behalf. We, on your behalf, will engage with any third party to try and resolve any issue where we feel this is possible to do so.

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

Complaints relating to the funeral arrangements can only be made by the applicant.

If you wish to make a complaint you can contact our Director, Mr Michael Comb, in any of the ways listed below:

By email: info@dundeefunerals.co.uk

In writing to: Michael Comb, Sturrock Comb & Davidson, 135 South Road, Dundee,
DD2 3EP

By phone: 01382 611506

We will be in touch within 5 working days to let you know we have received your complaint.

We will keep you updated on our investigation and try to sort out the complaint fully within 28 days. If we cannot complete our investigation within this time, we will let you know how we are getting on.

Should we fail to resolve your complaint, you can contact one of our Professional Trade Bodies:

The National Society of Allied & Independent Funeral Directors (SAIF) in any of the ways listed below, quoting our membership number 145

By email - info@saif.org.uk



34a, Forfar Road,
Dundee DD4 7AY
01382 462159



102 St Vincent Street,
Broughty Ferry DD5 2EY
01382 770500

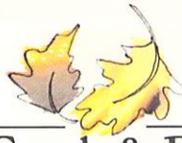
Golden Charter
Funeral Plans



150a Lochee Road
Dundee DD2 2LD
01382 667745



135 South Road,
Dundee DD2 3EP
01382 611506



Sturrock Comb & Davidson Ltd.

Independent family funeral directors. Est. 1890.

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

Or

The National Association of Funeral Directors (NAFD) in any of the ways listed below,
quoting our membership number 340

By email to resolve@nafd.org.uk

On line Complaint Form: resolve@nafd.org.uk

In writing to: NAFD Resolve, 618 Warwick Road, Solihull, West Midlands, B91 1AA.

By phone – 0121 711 1636

Or you may contact the Government Inspector of Burial, Cremation and Funeral Directors
(Scotland)



34a, Forfar Road,
Dundee DD4 7AY
01382 462159



102 St Vincent Street,
Broughty Ferry DD5 2EY
01382 770500

Golden Charter
Funeral Plans



150a Lochee Road
Dundee DD2 2LD
01382 667745



135 South Road,
Dundee DD2 3EP
01382 611506