

COMPLAINTS PROCEDURE

As a charity owned and operated funeral directors, Caledonia Cremation's only priority is the wellbeing of the people we support.

We aim for the highest standard of service, and therefore welcome all feedback and we take any complaints very seriously.

Please find below information on how you can make a complaint and our procedure for dealing with your complaint. Our complaints procedure is available on request by email or by post and will always be available on the Caledonia Cremation and Caledonia Funeral Aid websites.

Our Commitment – If you make a complaint to us, you can expect that we will-

- Treat you with respect at all times
- Tell you what to expect throughout each stage of the process
- Carry out the complaint process in a fair and open way
- Provide a full explanation of any decision or outcome we make
- Resolve all complaints as soon as possible; no complaint should remain unresolved for longer than fourteen days unless this is unavoidable.
- All complaints will be handled sensitively and compassionately. We will use your personal data only for the purpose of handling your complaint, protecting your privacy at all times, and following all relevant data protection/GDPR requirements.

Definitions

- Informal Complaint – is an initial approach by a person who expresses dissatisfaction with some aspect of service they have received from us. This can be by phone to 03000 113 311, by email to caledonia@funerals.scot, in person or by post to address below.
- Formal Complaint – is made once the person is dissatisfied with the lack of action or the action taken by us to resolve the matter they have raised previously informally. This must be made in writing via email (to caledonia@funerals.scot) or by post (to: Caledonia Funeral Aid, North Edinburgh Resource Centre, 31 Pennywell Rd, Edinburgh, EH4 4PJ)

Procedures

- When any complaint is received the staff member will explain the complaints process in full. This may be preferred in writing by the complainant, in which case a copy should be sent by post or email.
- When a complaint is received, the staff member must note the date, time, description, their name and the complainant's name and email this information to the Chair of Caledonia Funeral Aid*.
- The staff member is empowered to take steps to remedy the situation within 3 working days, if it is a one-off situation and informal
- The Chair must ensure that a **formal** complaint is addressed within 3 working days. In the absence of the Chair, another Director of Caledonia Funeral Aid must take this responsibility. The actions to respond to the complaint may be delegated by the Chair but it remains the Chair's responsibility.
- The client will receive their complaint resolution or answer in writing either by email or by post per the client's preference.
- If the complaint is a breach of the Funeral Director's code of conduct or relates to care of the deceased, the Chair will inform the Inspector within 2 days of receipt of the complaint.
- If the person is unhappy with the response they receive, they can escalate their complaint to the Inspector of Funeral Directors for Scotland by emailing burialandcremation@gov.scot
- All formal complaints received must be noted in the minutes of a subsequent Directors Meeting and the next Trustees meeting of the parent charity including whether and how it was resolved.

Where clients wish to use Alternate Dispute Resolution (ADR), and their complaint has not been resolved within seven days, then a course of ADR will be arranged with the client. Caledonia Cremation preferred choice of ADR provider for members of the public is Consumer Dispute Resolution Limited, for public bodies their preferred provider will always be used. Liaison with ADR and the Ombudsman will be directed through the Chair.

*Caledonia Funeral Aid CIC is a social enterprise managed by Community Renewal Trust
Caledonia Cremation is part of Caledonia Funeral Aid CIC – a social enterprise managed by Community Renewal Trust