



Complaints Procedure

At Callum Robertson Funeral Directors we are committed to providing the highest standard of care and service. If you are dissatisfied with any aspect of the service we have provided, we encourage you to tell us as soon as possible so that we can investigate your concerns and seek to resolve them promptly and fairly.

Complaints should be made in writing by email or post to Callum Robertson Funeral Directors. We will acknowledge receipt of your complaint within five working days and aim to provide a full written response within twenty working days. Where our investigation requires additional time, we will keep you informed of progress and advise you when you can expect our final response.

Complaints relating to Funeral Services

If, after receiving our final response, you remain dissatisfied with the outcome of your complaint, you may refer the matter to the National Society of Allied and Independent Funeral Directors (SAIF), of which we are a member. SAIF will consider complaints in accordance with its Professional Standards Complaints Procedure. You may also raise concerns regarding compliance with the Scottish Funeral Director Code of Practice with the Scottish Government Inspectors of Funeral Directors.

Complaints relating to Funeral Plans

If your complaint relates to a pre-paid funeral plan provided through Open Prepaid Funeral Plans Ltd, you should contact Open Prepaid Funeral Plans in the first instance using its formal complaints procedure. If you are not satisfied with the outcome, or if Open Prepaid Funeral Plans does not resolve your complaint within the applicable timescales, you may be entitled to refer your complaint to the Financial Ombudsman Service.

Further information can be obtained from:

Open Prepaid Funeral Plans Ltd
Freepost OPEN PREPAID FUNERALS
Telephone: 0330 660 0072
Email: enquiries@openprepaidfunerals.co.uk

Financial Ombudsman Service
Exchange Tower
London E14 9SR
Telephone: 0800 023 4567
Website: www.financial-ombudsman.org.uk