



FUNERAL PLANS COMPLAINT PROCEDURE

If you want to make a complaint, you can call into any of our offices, alternatively contact us by phone, e-mail or post.

- Phone: 0800 996 1927
- Email: info@scotmidfunerals.coop
- Post: Scotmid Funerals, 78/79 Angle Park Terrace, Edinburgh EH11 2JP

How we manage your complaint

- We'll be in touch within 5 working days to let you know we've got your complaint.
- We'll get your complaint to the right person and let you know who'll look into your concerns.
- We'll keep you updated on our investigation and try to sort out the complaint fully within 28 days. If we can't finish our investigation within this time we'll let you know how we're getting on.

If you're not happy with our response, you may take your complaint to the Funeral Planning Authority (FPA).

- Phone: 0345 601 9619
- Email: [funeralplanningauthority.co.uk/contact-us/complaint-form](https://www.funeralplanningauthority.co.uk/contact-us/complaint-form)
or info@funeralplanningauthority.co.uk
- Post: Funeral Planning Authority, Barham Court, Teston, Maidstone, Kent, ME18 5BZ

