



Herbert Murray Funeral Directors Complaints Procedure

Herbert Murray Funeral Directors Ltd

Complaints Handling Policy

Our complaints policy

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care partner, Stephanie Douglas, who will review your matter file and speak to the member of staff who acted for you.
3. Stephanie Douglas will then invite you to a meeting to discuss and hopefully resolve your complaint. She will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Stephanie Douglas will write to you to confirm what took place and any solutions she has agreed with you.
5. If you do not want a meeting or it is not possible, Stephanie Douglas will send you a detailed written reply to your complaint, including her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for Robbie Murray to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can then
 - a) contact the Chairman of the Society's Standards Committee for investigation and an amicable resolution between the parties; or
 - b) the Centre for Effective Dispute Resolution (CEDR). A completed signed application for arbitration is required for each case.
 - c) All correspondence should be addressed to either the Standards Chairman or the Centre for Effective Dispute Resolution (CEDR), as appropriate, at