

Redford Pet Crematorium Complaint Handling Procedure

Customer Information

- We will handle any complaint speedily and effectively, in line with our commitment to provide professional and compassionate care.
- Please contact us with any concerns as soon as possible. If we cannot resolve a verbal complaint immediately, we will note down the details, ask you to confirm that these are correct, and then treat the complaint as if it had been made in writing.
- We will acknowledge a written complaint within two working days of receiving it.
- We will provide a written response within 14 working days of receiving the complaint.
- If you are unhappy with our initial response, we will ask a colleague who has not already dealt with your complaint to review it and provide a final decision in writing within a further 14 days.
- If we need more time to investigate and manage a complaint (e.g. because it involves another party) we will agree an alternative response deadline with you.
- In all cases, we will provide a final decision on a complaint within 56 days of receiving it unless we have previously agreed a later deadline with you.
- If you are not satisfied with our final decision or we exceed the response time scale you may refer your complaint to a third party.
- We will liaise, at your request, with anyone acting formally on your behalf (e.g. trading standards or Citizens Advice).
- We will maintain a log of complaints, including a record of all contact with complainants.

Please direct any complaints to:

Annie Sturrock

Redford Pet Crematorium

Burnhead Farm, Arbroath, DD11 2RE

07956 568 906

info@redfordpetcrematorium.co.uk

www.redfordpetcrematorium.co.uk