

## FUNERAL 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: [comments@thomasbrownfunerals.co.uk](mailto:comments@thomasbrownfunerals.co.uk)
- Post: Head of 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 National Association of Funeral Directors (NAFD).

- Phone: 0121 711 1636
- Online Complaint Form: [nafd.org.uk/resolve](http://nafd.org.uk/resolve)
- Email: [resolve@nafd.org.uk](mailto:resolve@nafd.org.uk)
- Post: NAFD Resolve,  
618 Warwick Road,  
Solihull,  
West Midlands,  
B91 1AA