STEVEN CAMERON
INDEPENDENT FUNERAL DIRECTORS

Complaints Policy

Our Promise

Our promise to our bereaved families and their deceased loved ones is to act with the utmost respect, dignity and compassion at all times.

These core values shall govern our conduct in every situation.

If we ever fall short of our standards, we would like to make it as simple as possible to raise a complaint, here is our promise to you:

All complaints will be dealt with by our caring team, seriously, confidentially, and promptly.

We are committed to learning from any complaints and will always use them to review our services and improve.

If you wish to make a complaint you can contact our Company Director, Ben McManus in any of the ways listed below:

By email: ben@scfd.co.uk or accounts@scfd.co.uk

In writing to:

Steven Cameron Funeral Directors

3 Caplethill Road, Paisley

PA2 7TE

By phone – Tel: 0141 887 0000

Your complaint will be acknowledged withing 3 working days and investigated completely within 5 working days

Complaints can only be made by the person who has instructed and agreed the funeral arrangements.