

William Watson Funeral Directors

Blackfriars Road, Elgin, IV30 1TY

Complaints Policy

We will assure that all bereaved families and their deceased loved ones will be treated with respect, care, and dedication at all times

If we fail to meet these standards we hope to make it as easy as possible for you to raise a complaint. Here is our policy:

All complaints will be taken care of seriously, quickly, and with confidentiality

We will assure that complaints will be reviewed and used to improve our service.

If you wish to make a complaint you can contact our senior partner, Mark Watson in any of the ways listed below:

By email: info@wwfd.co.uk

In writing to – Mark Watson, 17 Blackfriars Road, Elgin, IV301TY

By phone – Tel: 01343 542664

Your complaint will be acknowledged within 3 working days and fully investigated within 7 working days.

Complaints can only be made by the person who has instructed, agreed and received written confirmation of the funeral.

Should we fail to resolve your complaint you can contact the Scottish Government Inspector of Burial, Cremation and Funeral Directors directly.

Should we fail to resolve your complaint directly with you you can contact