

Comments Complaints Compliments

Our aim is to provide the best possible service to all our customers. Please let us know if we do things well or if we do things wrong.

If you have a complaint or problem we will do our best to put it right as quickly and effectively as possible and ensure that similar problems do not happen again. Most complaints will be dealt with immediately.

We also welcome any comments or suggestions about how we can improve our services. Feedback is vital for the continued improvement of our services.

For unresolved complaints we have a formal complaints and appeals procedure. If this applies you will be advised how to take the matter further.

There are a number of opportunities for involvement in the management and development of the Service, including Friends groups, discussion groups and weekend surgeries. If you would like further information please contact us.

How to Contact Us

For more information on any issues in this leaflet or any other queries relating to Bereavement Services please do not hesitate to contact us:

Telephone 01925 267731

Fax 01925 267732

Email bereavement-
services@warrington.gov.uk

Visit our website at:
[www.warrington.gov.uk/services/
bereavement/bereavement.htm](http://www.warrington.gov.uk/services/bereavement/bereavement.htm)

Write to us or visit us in person at:-

Walton Lea Crematorium,
Chester Road,
Walton,
Warrington

Customers with Special Needs

We will do everything reasonably possible to help you. This includes:

- Minicom calls for deaf customers
- Specialist help such as sign language & interpreters
- Publishing leaflets in large print & other languages
- Providing forms & leaflets in braille
- Home visits to customers unable to call at our office



Bereavement Services Service Charter



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Our Service to You

The cemeteries and crematorium are a distinct and valued part of Warrington's open space. We aim to provide high quality, sensitive and sustainable bereavement services.

We are responsible for the management and administration of the following cemeteries and crematorium:-

- Walton Lea Crematorium
- Fox Covert Cemetery
- Hollinfare Cemetery
- Burtonwood Cemetery
- Warrington Cemetery

This includes:-

- Arrangements for funeral services
- After cremation memorialisation
- Memorial safety inspection programme
- Annual Service of Remembrance

We liaise regularly with Funeral Directors, Clergy, Memorial Masons and other service partners.



Standards

Warrington's Bereavement Services adopted the Institute of Cemetery and Crematorium Management's Charter for The Bereaved in 1999. The Charter:

- Is a commitment to improving the service by confronting rather than disguising the death experience and by reducing ignorance
- Is intended to define the rights of every individual who experiences bereavement
- Sets standards of service related to burial, cremation and funerals generally, it is a written statement of what can be expected and this can act as a measure for judging the service received.
- Recognises that bereavement services are critical to the health of the nation. That the benefits of a meaningful funeral are immeasurable, influencing both the physical and mental well being of us all;
- Will give the bereaved greater influence over the arrangement of funerals, thereby controlling costs and offering more satisfaction.

The Charter contains 33 rights of those using the service. A leaflet giving further information regarding the rights is available from the crematorium office.

Service Improvements

Bereavement Services are committed to providing a quality assured service and continually strive to improve the service to meet the needs of our key stakeholders. We do this by:

- Developing our services in accordance with the Institute of Cemetery and Crematorium Management's (ICCM) Charter for The Bereaved
- Implementing the use of the ICCM Charter assessment process and the Excellence Criteria to regularly assess and monitor our service and how it meets the needs of the bereaved.
- Implementing a quality management system to help define the standards and procedures required in the delivery of a quality service and continually improving the effectiveness of such systems.
- Developing and implementing individual staff action plans and regularly monitoring their progress
- Offering customer consultation and feedback opportunities

