

Portchester Crematorium Complaints and Compliments Log – Month – June - Aug 2018

Date	Author & Address (if given)	Email Letter (LP) Personal Visit (PV)	Summary of Complaint or Compliment	Date of Reply	Summary of Response & Action Agreed/Required	Review Date
02/07/2018	Mrs D Fareham	Letter	Complained Weigela at Post 137 overgrown	05/07/2018	Passed to Horticultural Consultant to see if anything could be done	
18/07/2018	Mrs R	Letter	Letter of thanks for the memorial card, and complimenting the artist on the craftsmanship		No reply necessary	
19/07/2018	Mr K	email	Wrote thanking the artist and staff for kindness during recent visit and quality of work in Book	20/07/2018	Replied thanking him	
19/07/2018	No name given (From Gosport)	Telephone	Gentlemen complained that he was unable to hear the service he attended approximately 2yrs ago and requested our sound system be updated. Gentlemen due to attend another funeral next week.	19/07/2018	HJ mentioned that the system had recently be overhauled and was not experiencing any problems with sound. After much conversation it appeared the gentlemen was at a funeral with a large attendance and appeared to be standing outside the exit of the South Chapel during the service where, on that occasion, we did not have a speaker as this would have interfered with the previous funeral.	N/A

20/07/2018	G&K	Email	Thanked staff for advice on scattering of ashes and assisting with the book of remembrance. Also asked us to pass on their appreciation to the artist for the excellent job in copying the Victory Lodge crest for their entry into the book.	N/A	N/A	N/A
27/07/2018	Mrs R	Letter	Complained that the border where her husband's ashes are in is overgrown	27/7/18	Passed to Horticultural Consultant for a response	
03/08/2018	Mrs F	PV	Cut flowers placed in garden and on returning to location same day, after attending a service the flowers had been removed.	06/08/2018	JC informed the lead gardener first thing Monday who said he would speak to the gardener who had removed the fresh flowers. HJ called Mrs F to offer apologies and ask if she would like us to purchase some flowers to place at the location. Mrs F declined the offer as she would like to bring her own cut flowers from her garden and said that provided we speak to the gardener she is happy that this matter is resolved.	06/08/2018
10/8/18	Mrs C	email	Complained her vase had been removed	10/8/18	Explained about the periodic clearances to remove all unauthorised objects from the garden including vases and that they are stored for collection	