

Portchester Crematorium Complaints and Compliments Log – Month – Sept - Dec 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 |
|----------|------------------------------------|--|--|------------------|---|----------------|
| 18/9/18 | Mr F R | Letter | Complained plot was overgrown | 18/9/18 | Apologised and passed on letter to gardeners | |
| 30/10/18 | Miss D H | email | Complained about the way she felt she was treated on the phone and when visiting in person/ | 30/10/18 | Apologised and assured her that the staff were only trying to help them come to the right decision with regard to the final disposal of remains. Ashes were eventually removed for scattering elsewhere | |
| 21/11/18 | Family of Funeral held in November | Phone + letter | Complained about the unfinished state of the chapel and felt they weren't well enough informed about its condition | | Empathised with her, but pointed out that all funeral directors were told it would be unfinished and that their clients should be made aware of this fact. | |
| 26/11/18 | Mr C | Letter to the Clerk | Complained about the unfinished state of the chapel and felt they weren't well enough informed about its condition | | Passed to Clerk for a response | |