

Portchester Crematorium Complaints and Compliments Log – Month – December 2018 - February 2019

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
27/12/18	Miss M	Email	Complained the plot where family ashes are is overgrown	27/12/18	Replied and forwarded to Horticultural consultant	
8/02/2019	Ms HB	Card	Compliment – thanking Jacqui for her kindness & help in locating a family member	N/A	N/A	
14/02/2019	Ms ST	Telephone & Visit	Telephone enquiry if a floral tribute from Peru had arrived as it was not on the floral bay after service.	14/02/2019	Jacqui looked on the bay to find 4 tributes had been delivered but the Crematorium's floral marker card had been removed. Subsequent enquiries by crematorium staff found that the FD had relocated the marker card (contrary to written instructions given to FD's). This had led to a misunderstanding and upset for the family after the service as to where all the flowers had been placed. Family later visited and Helen showed them the flowers and referred the complaint back to the FD as the FD should not have removed the Crematorium floral marker card from the bay.	N/A