

## Portchester Crematorium Complaints and Compliments Log – Month – June 19 - August 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
26/06/2019	Ms A H	PV + Letter	Mother's service took place on Tues 25 June in the North Chapel. All floral tributes from Tues services were moved on Wed. 26 June am by chapel attendant to steps behind the bays to allow room for floral tributes on the bays for the rest of the week's services. Ms H unhappy these were removed so soon after the service.	N/A	HJ explained that this was normal procedure to free up the bays and also to avoid tributes being disposed of in error. Although Ms H understood the system she was still not happy and took it on her own back to move them to an empty bay. HJ & JC to make staff aware they have been relocated and not to dispose prematurely.	N/A
6/8/19	Mr W	email	Made a number of comments about the condition of the Book room	6/8/19	Explained that the refurbishment was part of the programme for 2019/20 and would improve the environment and modernise the room	