

Portchester Crematorium Complaints and Compliments Log – Month – September 2019 - December 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
September 2019	Numerous	Telephone & In person	Complaining about the Joint Committee's policy on Garden clearances		Numerous explanations given of the reasons for the policy. Report being prepared for December meeting.	
6/9/19	Mr T	Letter	Thanking us for conducting the garden clearance	16/9/19	Rang Mr T and thanked him for his letter	
19/9/19	Mr B	Email in person and telephone to cllr Jones	Complained about his items being removed and the method of storage of items, claims his was broken and wants damages	19/9/19	Spoke with Cllr Jones and emailed explaining why and how we do it, still not satisfied	
17/9/19	anon	Personal visit	Complained about signage at crematorium wanted immediate changes and was not prepared to compromise his view or listen to explanation	17/9/19	Spoke with both myself and Mrs Jenkins who explained signage was under review	
20/9/19	Ms M	Email and phone call	Complained about dogs not on lead in garden on Saturday 7/9 and urinating on borders <u>Demanded</u> signage	20/9/19	Said I would discuss at Committee on Monday and ring her back with decision on Tuesday 24 th Decision made to enforce regulations with signage.	
28/10/19	Mrs O	email	Complained no access to Book room because	28/10/19	Apologised and explained this work had to be programmed for	

			of carpet cleaning		the weekend and the carpet given time to dry.	
08/10/2019	Mr B	Personal Visit	If we are to remove memorials and keep garden tidy suggested removing dead cuttings in the North Border 3 post by the fencing that he apparently claimed had been there for 3 months.	8/10/2019	HJ said that she would take a look at the area as she was not aware and would have the area tidied. HJ discovered that the dead cuttings were a possible result of residents in adjacent park cutting back the overhang of our trees and tossing back the cuttings over the fence. HJ mentioned this to gardener who cleared that afternoon.	