

Yeovil Crematorium & Cemetery Committee



Yeovil Crematorium – Complaints Procedure

You have a right to expect good service from Yeovil Crematorium and if you think we have failed we would like you to tell us.

We would also like you to let us know if you have any suggestions on how the service might be improved, or to compliment us on our actions.

Complaints Procedure

The following procedure has been adopted to ensure that all complaints received are dealt with fairly and speedily:

Stage 1

All complaints should be made direct to the Crematorium Office at the following address using the attached form:

Yeovil Crematorium
Bunford Lane
Yeovil

The Administration Manager will investigate the complaint and, for straightforward matters, we aim to reply within 5 working days. For more complicated matters, an acknowledgement will be sent within 5 working days giving you an indication of when a detailed reply can be expected. You should receive this within 21 days of the date of your original complaint.

For monitoring purposes, copies of all complaints to and responses by the Administration Manager of the Crematorium will be forwarded to the General Manager of the Crematorium.

Stage 2

If you are not satisfied that your complaint has been dealt with fairly, you may complain direct to the General Manager of the Crematorium at the following address using the attached form:

Town House
19 Union Street
Yeovil
BA20 1PQ

The same response times apply as in Stage 1.

For monitoring purposes, copies of all complaints to and responses by the General Manager of the Crematorium will be forwarded to the Chairman of the Crematorium and Cemetery Committee.

Stage 3

If you are still not satisfied that your complaints has been dealt with fairly, you may complain direct to the Crematorium and Cemetery Joint Committee at the following address using the attached form:

Town House
19 Union Street
Yeovil
BA20 1PQ

The same response times apply as in Stages 1 and 2.

This is the final stage of the Committee's complaints procedure, but if you feel that the Crematorium has been guilty of maladministration – that it did something it should not have done, or failed to do something it should have done – then you may pass your complaint onto the Local Government Ombudsman. A leaflet advising you how to do this is available on request.

Alan Tawse
General Manager

Yeovil Crematorium & Cemetery Committee



Yeovil Crematorium – Complaints Form

Name	Address	
Tel No		
Details of Complaint Please use this space to tell us about your complaint. Use the space overleaf and additional sheets of paper as necessary.		
Signed		Date
For Internal Use Only		
Date Received	Date Acknowledged	Date Full Response Sent
Date of Copy of Complaint to General Manager		
Date of Copy of Acknowledgement/Response to General Manager		