

The Board and Management are committed to providing a service of the highest possible standard. A number of improvements have been made and many more are planned for the future. If you are unhappy with any aspect of the service you have received, or we make a mistake, we want to know about it so that we can put things right.

There are three stages to our complaints procedure.

1. **What do I do if I'm unhappy with one of your services?**

Tell a member of staff who works in the service that you wish to make a complaint. You can make your complaint to the Crematorium Office in person, by telephone or in writing.

We will let you know that we have received your complaint within two working days.

A member of the Crematorium Office staff will investigate your complaint and reply within 10 working days.

If you are unhappy, we will tell you how you can appeal.

2. **How can I appeal?**

If you are unhappy with the reply from the Crematorium Office, you can appeal to the Crematorium Manager. We will let you know that we have received your complaint within two working days.

The Crematorium Manager will investigate and reply to you within 10 working days.

If you are unhappy, we will tell you how you can appeal to Clerk to the Board.

3. **What if I am still unhappy?**

The Clerk to the Board will investigate your complaint and bring the matter to the attention of the Board. The Clerk to the Board will let you know we have received your complaint within two working days and send a report of the investigation within 25 working days.

For this appeal you should contact:

The Clerk to the Board
South West Middlesex Crematorium
Hounslow Road, Hanworth, Feltham, Middlesex TW13 5JH

Local Government Ombudsman

We will try our best to solve your problem, but if you are still unhappy you can complain to the Local Government Ombudsman. The Ombudsman is independent and can investigate to see if we have acted unfairly or if you have been caused an injustice. You can complain directly to the Ombudsman at any time, but the Ombudsman will normally ask you to complete all three stages of our complaints procedure before looking at your complaint.

You can get a booklet about the Ombudsman from:

The Local Government Ombudsman
The Commission for Local Administration in England
Millbank Tower
Millbank, London SW1P 4QP
Tel. 020 7217 4620 Fax. 020 7217 4621 www.lgo.org.uk

Comments, Compliments and Suggestions

We also welcome your comments, compliments and suggestions. Telling us when things go well and giving us your suggestions can help improve our service.

To make a comment, compliment or suggestion, please contact the Crematorium Office.

How do you make sure everyone is treated fairly?

We want to make sure that everyone can use our complaints system and that we treat you fairly when making any complaint about us.

If part of your complaint is about equal opportunities or discrimination, please tell us. We will make sure this is investigated.

What do you do with the information I provide?

The Board respects your privacy and will make sure that it protects your personal information. Any such information that you provide as part of your complaint will only be used by the Board to:

- help address and resolve your concerns;
- check whether our service and complaints procedure are equally accessible to every member of the community; and
- improve our complaints procedure.