

Charter for the Bereaved Grievance Procedure

We recognise that any form of service failure during a funeral can have a traumatic effect. The Institute of Cemetery & Crematorium Management also appreciate this fact and the Charter was conceived as a means of reducing & addressing such failures. Sadly, things do go wrong or are misinterpreted, and we recognise the importance of taking these instances seriously. If you have a grievance, we ask you to take the following action;

**Stage 1**

Always try to speak to a member of the Cemetery Manager or Cemetery Team if you have the opportunity. You may be able to use a Minister or Funeral Director as your advocate in this respect. If you feel that the response is unsatisfactory, move to the next stage.

**Stage 2**

Contact Customer Service Centre, Watford Borough Council, Freepost 393. Watford, Hertfordshire, WD17 3EX Tel: 01923 226400 within 15 days of receiving your response either by online form, telephone or in writing outlining your grievance. If you again feel that the response is unsatisfactory, move to the next stage.

**Stage 3**

Put your grievance in writing to the National Secretary of the Institute of Cemetery & Crematorium Management, City of London Cemetery, Aldersbrook Road, Manor Park, London, E12 5DQ, who will acknowledge within 7 days. Your grievance will be investigated and a written reply sent to you within 4 weeks of the acknowledgement.

Where the matter is urgent, the response will be immediate, either by telephone or fax.

**Stage 4**

If you continue to feel aggrieved, the National Secretary may offer to refer your complaint to an arbitrator who will be appointed with your agreement.

**Stage 5**

You also have the right to refer your grievance to the Local Government

Ombudsman for England. Go to their website at www.lgo.org.uk for more information about our service and an online complaint form. This course of action should only be taken after Watford Borough Council have had the opportunity to investigate & respond to your complaint.

A full copy of the Charter for the Bereaved is available to borrow or keep by contacting:

**Watford Borough Council**

North Watford Cemetery, North Western Avenue, Watford, Hertfordshire, WD25 0AW

**Tel:** 01923 672157

**Email:** cemeteries@watford.gov.uk