



## **Making a complaint**

Listening  
Responding  
Improving

We welcome comments and concerns about the service we provide. However, if you are not satisfied with our response, you can complete this complaint form and return it to us at:

West Herts Crematorium  
High Elms Lane  
Garston  
Watford  
WD25 0JS

Tel; 01923 673285  
Fax: 01923 681 318

## **Why complain?**

There may be times when you feel the need to complain to us, especially when you believe our standard of service has fallen below your expectations. We are particularly interested in hearing from you if any of the following happen:

- You did not perceive staff to be competent, caring or professional.
- The cremation service was not conducted in a sympathetic or orderly manner.
- We did not recognise or cater for your special needs.
- The Gardens of Remembrance did not live up to your expectations.
- A dedicated memorial was damaged or inadequately maintained.
- You have not received a prompt response to an enquiry.

## **How to complain?**

Your complaint can be made by:

- handing this completed form to a member of staff at the crematorium
- by posting this completed form to the crematorium address
- by email to: [postmaster@westhertscrem.org](mailto:postmaster@westhertscrem.org)

We will acknowledge receipt within three working days and endeavour to resolve matters within one month. In the unlikely event that you are dissatisfied with our response you should write to:

The Clerk to the Joint Committee  
Watford Borough Council Town Hall Watford Herts WD17 3EX

For your records (please keep this page)

Date sent: \_\_\_\_\_ To: \_\_\_\_\_

## **Nature of my complaint**

**Sender's name and address**

Name:

Address:

Postcode:

Daytime telephone number:

**For office use only:**

Date received:

Dealt with by:

Date resolved:

Outcome:

Date reply sent to Complainant:

**Listening**

**Responding**

## **Improving**

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