



WEST HERTS
Crematorium

Making a complaint

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.

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 the completed form opposite to a member of staff at the crematorium
- by posting the completed form to the crematorium:

West Herts Crematorium
High Elms Lane
Garston
Watford
WD25 0JS

- by email to: postmaster@westhertscrem.org

What happens next?

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:

For office use only

Date received:

Dealt with by:

Date resolved:

Outcome:

Date reply sent to Complainant:

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High Elms Lane ● Garston ● Watford ● WD25 0JS

Tel: 01923 673 285 ● Fax: 01923 681 318