

## How we will help

We will do everything possible or practicable to ensure that the services provided by the Cemeteries and Crematoria Service are satisfactory and meet your requirements.

If you require any help or assistance of any sort, or even wish to complain about any of our services, the address and telephone number are shown overleaf.

Please use the box below to request any assistance relating to the service, or make any suggestions to help us provide a better service for our users. (only leave your name and address if you feel comfortable doing so, or if you have requested assistance).

Name: .....

Address: .....

Tel: .....

This literature is also available in other languages, large print, braille and on audio tape upon request.

Designed and produced by Liverpool City Council Marketing Services on behalf of Cemeteries and Crematoria © March 2003

# CEMETERIES & CREMATORIA *Service*

Please help us to serve you better by filling in this simple questionnaire.

Please complete this only if you feel comfortable in doing so  
- if you want assistance, or wish to discuss any aspect of your experience,  
please contact us.

Please do return this form and thank you for your help.



The City of Liverpool

## We need your views to help us to:

- improve the quality and range of our services
- provide the services you really want and need
- discuss service development with Funeral Directors, Memorial Masons and the Clergy

## Who to contact if you have a problem:

- for services at any cemetery or crematorium telephone (0151) 233 3004 and a member of staff will be pleased to help
- alternatively, you may write on any aspect of our services to:

Mr Dale Willis  
 Cemeteries & Crematoria Manager  
 Allerton Cemetery Lodge  
 192 Woolton Road  
 Liverpool L19 5NF

- if you are not satisfied with our attempts to help you, there is a Feedback Procedure; please ask for a copy of 'Have Your Say'

## What we will aim to do: (our Service Standards)

- be courteous and helpful at all times
- give our workplace and name when we answer the telephone
- act with honesty, integrity, sensitivity and respect confidentiality wherever possible
- reply to all letters within 10 days
- publish annually how we performed against our standards
- publish how much our service has cost
- meet our legal obligations relating to cemeteries and crematoria
- recognise and support the needs of ethnic, religious and non religious groups

Please ignore those questions on services you have not experienced or where you do not wish to comment.

*Please tick*

|  | Yes Excellent | Yes OK | No Poor |
|--|---------------|--------|---------|
| <b>GENERAL</b>   |               |        |         |
| What is your overall impression of the Council's Cemeteries and Crematoria Service?                  |               |        |         |
| Did you find the Council's staff to be helpful and courteous?  |               |        |         |
| Do you consider the Council's costs to be reasonable in relation to the overall cost of the funeral? |               |        |         |
| Do you feel that there is ample opportunity to comment on the service provided?                      |               |        |         |
| <b>BURIAL</b>  |               |        |         |
| Was the grave preparation to your satisfaction?  |               |        |         |
| Are you satisfied with the maintenance of the grave area since the burial?                           |               |        |         |
| What do you think of the standard of grounds maintenance in the City Cemeteries?                     |               |        |         |
| <b>CREMATION</b>   |               |        |         |
| Were you satisfied with the cleanliness and appearance of the Crematorium Chapel?                    |               |        |         |
| Were you given the option of having the curtain closed during the service?                           |               |        |         |
| What do you think of the standard of the grounds at the Crematorium?                                 |               |        |         |
| <b>MEMORIALISATION</b>   |               |        |         |
| What do you think of the Council's memorialisation schemes (eg plaques, roses)?                      |               |        |         |
| Do you consider the cost of memorialisation schemes to be reasonable?                                |               |        |         |

My experience related to a \*burial/cremation service

at.....\*Crematorium/Cemetery.

*\*Delete as appropriate*