**Leaflet 14**

# 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 Bereavement Services staff if you have the opportunity. You may be able to use your 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 the Divisional Manager, either by 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, Mr P. Thomas, Beverley House, 17 Shipton Road, York, YO3 6FZ. This course of action should only be taken after Sandwell Metropolitan Borough Council have had the opportunity to investigate & respond to your complaint.

A copy of the Charter for the Bereaved is available by contacting:

# Sandwell Bereavement Services

Sandwell Valley Crematorium, Newton Road, West Bromwich, West Midlands, B71 3SX

**Tel:** 0121 569 6700 **Fax**: 0121 567 5165

**Email:** bereavment\_services@sandwell.gov.uk