

Complaints procedure

Making a complaint

You should raise your complaint at the earliest opportunity. We encourage you to raise your concern as soon as possible because this gives our staff the chance to remedy the problem immediately. We are committed to ensuring that we offer five-star customer service.

You should raise your complaint:

- either verbally in person to any member of staff at the crematorium
- By telephone on 01323 443400
- By email to crematorium@wealden.gov.uk
- In writing to the crematorium manager at the following address: Wealden Crematorium, Horam Road, Horam, East Sussex TN21 0FX

When we have received your complaint

We will:

- Try to immediately resolve the complaint if it is possible to do so. However, we recognise that sometimes matters will need to be escalated to a manager to resolve.
- If the staff member you report the problem to is not able to resolve the issue, they will escalate the complaint to the crematorium manager. The manager will investigate the circumstances and respond to you within an agreed timeframe.

If we receive your complaint in writing or by telephone after the event, we will:

- Respond to you within 5 working days. The initial response will be made in the same way your complaint was made to us, for example you will be emailed, if you emailed us or responded to in writing by post if you posted your complaint.
- We aim to investigate and resolve the complaint within 15 days of receiving it.
- We will write to you or telephone you within 15 days to set out our findings or to explain that we need further time to investigate the complaint.

If we are unable to offer a satisfactory resolution to the complaint within the above timescales, we will escalate your complaint to our Information and Governance team at Wealden District Council

You can read the full council complaints procedure on the Wealden District Council website by following this link [Complaints Procedure - Wealden District Council](#)

Finally, we are members of the ICCM (Institute of Cemetery and Crematorium Management) and as part of their Charter you are able to contact them regarding any grievances. See the [ICCM website](#) for more information.