

MARGAM CREMATORIUM JOINT COMMITTEE

Report of the Superintendent – Mr Clive Phillips

6th October 2023

Matter for Information

Wards Affected: All Wards

Complaints and Compliments April 2022 to March 2023

Purpose of the Report

1. To provide members with an overview of all complaints and compliments received at Margam Crematorium from April 2022 to March 2023

Background

2. Included at Appendix 1 of this report are the Compliments and Complaints received at Margam Crematorium for the financial year April 2022 to March 2023, along with a narrative of the complaint/compliment and any outcome associated with the same. Any learning or changes in service provision that have been made as a result of these complaints, comments and compliments are identified in Appendix 1.
3. Margam Crematorium considers all comments, compliments and complaints received as an invaluable source of information about the services we provide. Our aims are:
 - to make it easy to complain when a service has not been good enough
 - to settle complaints to the satisfaction of the public wherever reasonably possible and to fully explain the reasons for the situation where it isn't
 - to learn from comments, compliments and complaints to help identify improvements and provide better practice in service delivery; and
 - to use comments, compliments and complaints information to monitor the effectiveness of the Council's policies.
4. Comments and compliments are welcomed and appreciated as they provide an indication of how we are performing. Additionally, suggestions and ideas the public provide are important in terms of improving customer care, service quality and staff morale. Comments may be suggestions as to how services could be improved and are considered by the Margam Crematorium staff. They may be views or representations, perhaps adverse, about the Council's policy and provision.

5. Compliments are particularly appreciated as they provide confirmation that Margam Crematorium and its employees provide services which meet or exceed expectations.

Integrated Impact Assessment

6. There is no requirement for an integrated impact assessment for this report as it is for information purposes only

Financial Impact

7. No impact

Workforce Impact

8. There are no workforce impacts associated with this report

Legal Impact

7. There are no legal impacts associated with this report

Consultation

8. There is no requirement of external consultation for this item

Recommendations

9. That members note the complaints and compliments received for Margam Crematorium for April 2022 to March 2023 included at Appendix 1

Appendices

10. Appendix 1- Complaints and Compliments (April 2022 to March 2023)

Officer Contact

Mr Clive Phillips

Superintendent Registrar

Appendix 1

Complaint Subject	Stage 1/2	Narrative
Fading of Plaques	1	<p>7 complaints regarding lettering fading on plaques when they have only been in situ for a few months. Officers contacted the Company who supply them (Columbaria), and they were all replaced free of charge by them, but they cannot guarantee that this would not happen again.</p> <p>To try and resolve this issue, the company have developed a new style plaque, which is made of porcelain, and can be designed to be more personal and bespoke for families.</p> <p>They can include artwork, for example of a rose or daffodil etc, photographs of loved ones, and also football/rugby club emblems. The Crematorium have trialled them, and to date there have been 4 completed orders and the feedback has been very positive. These plaques are guaranteed against fading for 30 years.</p>
Missing Flower Pots	1	<p>Complaints are being received from families that when they are calling to place flowers in the Kerb Stone Memorial Vase that they pay to lease, the aluminium pots that hold the flowers are missing. This is an ongoing issue that is proving very difficult to police. Officers have temporarily resolved the issue by replacing the pots to families free of charge, which families are extremely grateful for. Complaints are usually higher around special occasions for eg. Mothers/father's day, as the public will generally take one from another vase block before reporting it to the office.</p>
Visual Tribute	1	<p>Complaint from Funeral Director to Wesley Media, who supply tributes and music for the sound system in Chapel. A slideshow was downloaded for a service but was entered incorrectly by Wesley Media staff. This resulted in the slideshow not being able to be shown because of this error. Wesley Media were</p>

		<p>contacted by Margam Crematorium immediately when issue was highlighted, an apology and refund was given, which was then refunded to the Funeral Director to pass to the family.</p>
Internet Service	1	<p>Margam Crematorium's internet provider 'Airband', loses connection quite regularly, resulting in no phone lines or internet connection for the Crematorium. This is an ongoing issue which hopefully will be rectified when the fibre optic line is installed. As indicated previously, Margam Crematorium are currently waiting for a definitive date for completion.</p> <p>When internet service is lost, complaints from members of the public and Funeral Directors can arise. Margam Crematorium also have an emergency phone line that only one phone can be connected too, which is very difficult when there are 4 members of staff working in the office. Also, when the internet connection is lost, officers are not able to download any visual tributes, webcasting of services etc. Where this arises a refund will be issued for visual tributes that could not be downloaded, and webcasting that could not take place. It is envisaged that this issue will be resolved once the new fibre optic internet service is installed.</p>

Compliment Subject	Narrative
Witness Burials	<p>Six compliments given regarding arranging and carrying out Witness Burials. Members of staff were complimented on carrying out their duties with care and respect, which was appreciated by families. Special thanks given on professionalism and efficiency, when dealing with the paperwork connected to a witness</p>

	burial, especially when the funeral has taken place in another country.
General Operation	Personal thanks from a local rector passing on sincere thanks to colleagues at Margam, for being present at her mother's funeral, showing respect when the funeral cortege entered the Chapel. It was a gesture that meant the world to her and the family.
General Operation	Email received thanking staff for their ongoing help and support, even 8 months after their father's funeral. Commenting 'our dedication is outstanding'.
General Operation	Personal thanks via email, from a local Independent Funeral Home, giving a big thank you for helping out with an issue half hour before funeral due to take place. 'Staff went above and beyond to make sure things went as planned, and kindness was appreciated by all'. Thanked us for our ongoing support.