

OUR STANDARDS OF SERVICE

We set ourselves high standards and we do everything we can to make sure that our standards are higher than existing standards.

We will:

- 1. Meet all of our legal responsibilities relating to burials and cremations.**
- 2. Offer 10 service times daily at Wigan Crematorium (Monday to Friday). (Other times on request)**
- 3. Carry out all cremations on the day of the service.**
- 4. Arrange a burial/cremation within 5 working days (where requested)**
- 5. Bury or cremate a person within a shorter period if it is necessary:**
 - To protect the health of the public;**
 - To meet religious requirements; or**
 - Because the coroner has asked us to.**
- 6. We will inspect and record the condition of headstones in our cemeteries.**
- 7. Offer a comprehensive memorial service and make sure that the cemeteries gardens and the Wigan Cemetery Book of Remembrance Room are open to the public, on times displayed.**
- 8. Respond to all requests for information within 3 working days and all complaints within 5 working days.**
- 9. Make sure we keep our costs as low as possible while always trying to improve the quality of the service we provide.**
- 10. Ask our customers and other service providers for their opinions on our services.**
- 11. Provide trained staff that offer a sympathetic, dignified and above all accessible service to all our customers.**
- 12. Offer a Municipal Funeral Service in partnership with appointed Funeral Directors.**

