

# Woodvale Crematorium

## Service Provision Questionnaire

**Helping us to improve our service**



**Brighton & Hove  
City Council**

Dear Reader,

The staff at Woodvale would like to express their sympathies to you in your recent bereavement, and trust that the arrangements made for the funeral service were to your satisfaction.

It is the aim of Brighton & Hove City Council's Bereavement Services to provide a service of the highest quality and to meet the needs and expectations of our clients, the bereaved.

In order that we know whether we are achieving our service standards and your needs, I would be grateful if you could spend a few minutes to complete this questionnaire.

The information contained in your reply will be treated in a confidential manner and will enable us to review any areas which may not currently meet the needs of the bereaved, allowing us to develop our services further.

This questionnaire relates to the service provided by Woodvale Crematorium and not to the service of your chosen Funeral Director.

I would like to thank you in anticipation of your assistance and enclose, within the 'In Remembrance' booklet, a pre-paid envelope for the return of the questionnaire together with any orders, should you have any, which may be enclosed at the same time.

I look forward to hearing from you.

Yours sincerely



Alan Virgo  
**Bereavement Services Manager**

P.S. If you feel that this approach is unwelcome at this time, then please ignore the questionnaire and kindly accept my sincere apologies for the intrusion.



**Bereavement Services Staff**

Yes                      No                      No Knowledge

Was the attitude of the staff respectful, helpful and understanding of your needs and feelings?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Were you able to identify our staff from other people?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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If you attended our Office, were you seen by a member of staff promptly?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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If you spoke to our staff on the telephone, was the call answered within 5 rings?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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If you have written to us, was the reply given within ten working days?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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If you have contacted us by email, was an acknowledgement given within two working days?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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**Chapel, Crematorium and grounds**

Yes                      No                      No Knowledge

When attending Woodvale Crematorium, were the following services satisfactory?

The standard of upkeep and cleanliness of the chapel?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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The facilities for the less-abled and accessibility?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Provision of music during the service?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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The standard of maintenance of the gardens and grounds?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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The standard of the waiting room and toilets?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Please tear off here and return

## Memorials and Commemoration

After the cremation, were you satisfied with the options of memorialisation that were available?

Yes	No	No Knowledge
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you think that we are offering enough options for commemoration?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Did the choice of memorials available affect your choice of the final resting place of the cremated remains?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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## Woodvale Publications

Were you handed a Woodvale Wallet with our booklets about the crematorium by your Funeral Director?

Yes	No	No Knowledge
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Did you find the information contained in the booklets useful?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Do you consider that our Service Standards reflect the needs and expectations of the people who use Woodvale?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Did you find that the 'In Remembrance' booklet helped you in choosing the final resting place of the cremated remains?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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## General Comments

Please write any comments you would like to make in this space, including your name and address if you would like a reply. (continuing on a separate sheet, if necessary)

Signed

Dated

When this form is completed, kindly post it in the pre-paid envelope provided or, alternatively, hand it in at the Woodvale Lodge.

Thank you very much for taking the time to complete this questionnaire.