**Bereavement Services Customer Standards**

**We aim to** meet the customer standards for our organisation and offer the best customer care possible:

Results taken from annual survey October 2016

* Overall Satisfaction - Currently 98% of our customers are satisfied overall with the services we provide (Target 98%)
* Staff Attitude & Treated fairly - Currently 100% of customers found our staff to be friendly, polite, treated them fairly and understood their needs (Target 100%)
* Professionalism - Currently 100% of customers felt that staff were professional and knowledgeable (Target 100%)
* Information - Currently 97% of customers felt that they were kept informed about progress and given accurate and complete information (Target 98%)
* Timeliness - Currently 100% of customers agreed that concerns or questions were dealt with in a timely manner (Target 98 %)
* Delivery – Currently 100% of customers agreed that we delivered what we promised and dealt with any problems that arose (Target 98%)

**To view our full list of Customer Care Standards:**

[**http://www.bathnes.gov.uk/contact-us/customer-service-standards**](http://www.bathnes.gov.uk/contact-us/customer-service-standards)

**In addition to:**

* Open Haycombe Cemetery gates and Books of Remembrance on every day of the year   
  (Target 100.00%)

Cemetery gates and Books of remembrance are opened every day

* Ensure all memorials are safe by completing required inspections in memorial safety programme

Currently perimeter tests performed on 100% of new graves, perimeter tests performed on 100% of re-opened graves. (Target 100.00%)

**If you have any queries please contact:**   
Bereavement Services

Haycombe Cemetery and Crematorium, Whiteway Road, Bath, BA2 2RQ

Tel: 01225 396020

Fax: 01225 394362

Website: [www.bathnes.gov.uk](http://www.bathnes.gov.uk)/bereavementservices

Opening hours: Monday to Friday, 9.00am to 4.00pm with the exception of Wednesday when the office is closed from 12.30pm to 1.30pm for staff training