

Kent and Sussex Crematorium Feedback

Please rate the features and services provided at Kent and Sussex Crematorium.

FACILITIES

	<i>Excellent</i>	<i>Good</i>	<i>Neither</i>	<i>Poor</i>	<i>Very poor</i>
The standard of grounds maintenance at the crematorium	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The presentation of the buildings and facilities on arrival at the crematorium	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ACCESS TO THE SERVICES

Crematorium opening times	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communications with the crematorium service (telephone, letter etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease with which you could identify and contact staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

STAFF

Attitude of staff in terms of respect, friendliness and understanding of your feelings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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INFORMATION AND CHOICE

The quality of information you have received from the staff at the Crematorium	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The memorial options available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

VALUE FOR MONEY

Value for money of the service provided by the crematorium staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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OVERALL SATISFACTION

	<i>Very satisfied</i>	<i>Satisfied</i>	<i>Neither</i>	<i>Dis-satisfied</i>	<i>Very dis-satisfied</i>
Overall, how satisfied were with the standard of service you have received from the crematorium department	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thank you very much for taking the time to complete this questionnaire. Information provided will be valuable to help improve the services to the bereaved. If you have any further comments, please use the space provided on the reverse of this page.

If you have any further comments, please specify below:

A large, empty rectangular box with a thin black border, intended for the respondent to provide any further comments or feedback.

If you require a copy of this survey in larger print, please contact 01892 554128.