

Your right to be made aware of all environmental issues relating to burial and cremation services.

Your right to receive a service that recognises your needs, without unfairness or discrimination.

Your right to organise a funeral without the use of a Funeral Director.

Your right, as executor or next of kin, to be given the body of the deceased for the purpose of burial or cremation.

Your right to obtain information from your Charter Member on how to organise an independent funeral.

### **SERVICE STANDARDS**

Your right to be shown a specified standard of grounds maintenance, and - where standards fail to meet the specification - your right to complain.

Your right to be given a list of regulations used by your Charter Member.

Your right to be given an explanation why a regulation has been used to restrict or influence your rights

Your right to receive a quality service provided by trained staff. Where service standards fail, you have the right to question the level of expertise shown.

Your right to be given an inspection of a cemetery or crematorium at any reasonable time.

Your right to obtain a copy of the “Guiding Principles of Burial & Cremation Services” and the “Code of Cremation Practice” from your Charter Member.

Your right to use the Charter Grievance Procedure, (details from your Charter Member) if you are dissatisfied with the service provided by your Charter Member.

Your right to obtain a copy of “Information on using a Funeral Director” from your Charter Member.

Your right to obtain a copy of “Information on Embalming” from your Charter Member.

FOR FURTHER INFORMATION OR TO INSPECT A FULL COPY OF THE CHARTER FOR THE BEREAVED, CONTACT:-  
**WREXHAM CREMATORIUM**  
**PENTREBYCHAN, WREXHAM, LL14 4EP**  
**TEL: 01978 840068 FAX: 01978 846211**  
**Email:crematorium@wrexham.gov.uk**

Wrexham County  
Borough

Environment  
Department  
**Cemeteries  
and  
Crematorium  
Service**

The Charter  
for the  
Bereaved

Wrexham Cemeteries and Crematorium Service, as part of the Council's Environment Department, has adopted, and is a signatory member of, the Charter for the Bereaved.

The Charter for the Bereaved, formulated by the Institute of Cemetery and Crematorium Management [ICCM], sets out to define the minimum standards of burial and cremation services that can be expected from its member authorities.

As a Charter Member, this authority will seek to provide and maintain a level of service which meets the 33 Charter "Rights" summarised below :-

## **BURIALS**

Your right to have a burial organised and conducted in a dignified and orderly manner, supported by competent, professional and caring cemetery staff.

Your right to inspect cemetery records [subject to Data Protection].

Your right to purchase Burial Rights to a private grave.

Your right to choose to be buried in an unpurchased grave (sometimes called a Public or General grave).

Your right to have a memorial placed on a Purchased grave, subject to memorial regulations, or to leave the grave unmarked.

Your right, (and your responsibility) to maintain a memorial during the term of the Burial Rights.

Your right to employ a memorial mason of choice to supply and install a memorial, subject to memorial regulations.

Your right to be offered an individual grave for the burial of an infant.

Your right to purchase an adult grave for the interment of an infant of sufficient depth to allow for the interment of adults.

Your right to receive factual information regarding burial on private land.

## **CREMATIONS**

Your right to organise and conduct a cremation in a dignified and orderly manner, supported by competent, caring staff.

Your right to inspect the crematorium under normal working conditions.

Your right to be offered a Book of Remembrance memorial, displayed in a designated Book Room.

## **SERVICES & COFFINS**

Your right to hold a funeral service within the crematorium or cemetery chapel, and to define the type of music or ceremony.

Your right to define the type of religious or non-religious format of the service.

Your right to choose the type and design of coffin, subject to availability, regulations and safe materials.

Your right to obtain a coffin with the assistance of your Charter Member.

## **GENERAL**

Your right to receive a prompt response to any form of communication with your Charter Member.

Your right to receive a table of cemetery or crematorium fees.