

# Charter For The Bereaved

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Institute of Cemetery and Crematorium  
Management

Adopted by Chesterfield and District Joint  
Crematorium Committee



The Rights in this Charter are available at the  
Chesterfield and District Crematorium.

## **This Charter**

- is a commitment to improving the service by confronting rather than disguising the death experience, and by reducing ignorance;
- is intended to define the rights of every individual who experiences bereavement;
- will set standards of service related to burial, cremation and funerals generally. It is a written statement of what can be expected and this can act as a measure for judging the service received;
- recognises that bereavement services are critical to the health of the nation. That the benefits of a meaningful funeral are immeasurable, influencing both the physical and mental wellbeing of us all;
- will give the bereaved greater influence over the arrangement of funerals, thereby controlling costs and offering more satisfaction.

## **Your Rights**

### **Cremation Procedure**

You have a right to organise and conduct a cremation in a dignified and orderly manner, supported by competent, professional and caring crematorium staff.

You have the right to inspect the crematorium under normal working conditions. You have the right to inspect the crematorium under normal working conditions.

## **Cremated Remains and Memorialisation**

It is your right to be offered a Book of Remembrance memorial, set in a Hall of Remembrance. You must also be offered a designated place for floral tributes

## **Ceremonies and Belief**

It is your right to be able to hold a burial or cremation service at a cemetery or crematorium.

It is your right to define the type of religious or secular format of the service, within the constraints of time and decency.

It is your right to define the type of music or other ceremony you wish to have at the service.

## **Coffins and Alternatives**

It is your right to choose the type and design of coffin, within the constraints of availability, regulations and safe materials.

It is your right to receive information on obtaining a coffin (bio-degradable type) via your Charter member.

## **Communication**

It is your right to receive a prompt response to any form of communication with a Charter member, within published service standards.

It is your right to be given a table of fees upon request.

## **Environmental Issues**

You have a right to be made aware of all known environmental issues relating to bereavement services. Information will be available through this Charter and by direct contact with your local Charter member.

## **Social and Community Aspects**

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

## **Funerals Without a Funeral Director**

It is your right to organise a funeral without the use of a Funeral Director.

It is your right, as an executor (or next of kin) to be given the body by a mortuary, hospital, etc, in order to carry out a funeral without a Funeral Director.

It is your right to obtain information from your Charter member on how to obtain a coffin (minimum biodegradable type).

It is your right to obtain a Family Arranged funeral leaflet from your Charter member describing how to arrange such a funeral.

## **Maintenance of Grounds**

It is your right to be shown a specified standard of grounds maintenance. Where standards fail to meet the specification, you have the right to complain.

## **Health and Safety**

It is your right to enter a cemetery or crematorium that is, as far as is reasonably practicable, without risk to your health and safety.

It is your right to be shown a copy of the authority's health and safety policy, risk assessments and procedural documentation on request.

It is your right to be shown a copy of the authority's policy relating to the inspection, testing and making safe of memorials.

## **Regulations**

You have a right to be given a list of regulations used by your Charter member.

You have a right to be given a written explanation why a regulation has been used to restrict or otherwise influence your rights. Where you remain dissatisfied, you can utilise the grievance procedure set out in the Charter.

## **Staff and Expertise**

It is your right to receive a quality service provided by trained and/or qualified staff. Where service standards fail, you have a right to question the level of expertise shown and to receive assurances regarding the ability of those involved.

## **Inspection and Guiding Principles**

It is your right to be offered an inspection of burial or cremation facilities or records at any reasonable time.

It is your right to be given a copy of the "Guiding Principles of Burial and Cremation Services" by your Charter member.

*Chesterfield and District Crematorium is managed by a Joint Committee made up of Elected Members representing Chesterfield Borough Council, North East Derbyshire District Council and Bolsover District Council.*

*Copies of the Charter for the Bereaved can be borrowed from the Crematorium Office. Enquiries can be made in person at:*

*The Crematorium Office,  
Chesterfield and District Crematorium,  
Chesterfield Road,  
Brimington,  
Chesterfield,  
S43 1AU*

*or by telephone to 01246 345888.*

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