

CREMATED REMAINS MANAGEMENT POLICY

At D.G. Attwell we recognise that cremated remains should always be treated with the same respect as a deceased person and this policy recognises that fact.

As part of the funeral arranging process the various options for the retention or dispersal of the cremated remains will be clearly explained. Their instruction must be confirmed on the cremation application and signed. This instruction will be confirmed to the instructing client in writing.

Where the cremated remains are instructed to be dispersed at the crematorium, that will be advised in writing to the crematorium and the cremated remains will remain in the care of the crematorium until that instruction has been carried out.

We will collect all cremated remains being retained from the crematorium on a regular basis and returned as soon as possible to our Chapel of Rest for safe storage.

If cremated remains remain uncollected every effort will be made to contact the person instructing us.

On arrival at our premises:

- All cremated remains will be logged in the cremated remains register
- All cremated remains will be stored in numerical order in the designated storage area, labelled correctly
- Whilst cremated remains can be stored together in a common space, whenever they are being transferred between receptacles or being prepared in any way, they must be kept completely separate
- All cremated remains must be stored in the designated, cremated remains cupboard/room
- This storage space must be kept clean and dry at all times
- Cremated remains must never be left lying on the floor

For every set of cremated remains we require a unique record card detailing:

- Name of deceased
- Unique reference number
- Instruction and chosen receptacle
- Place and date of cremation

The release of cremated remains form must also include a section to be completed, signed and retained stating who collected the cremated remains and recording both the date and the staff member releasing the cremated remains into the family's care.

There is an unique record card for every set of cremated remains and this is kept and stored securely and confidentially in the office and on the funeral manager programme.

All change of instruction by the client in respect of cremated remains will be recorded and the appropriate 'change of instruction form' signed by the client and the new instruction followed.

We will offer to deliver the cremated remains to the family whenever possible.

When a member of staff disperses or scatters cremated remains on a family's behalf as instructed by them, this must be recorded and the record retained.

Great care will be taken to minimise 'waste cremated remains dust' at every stage.

Any loss of or damage to cremated remains will be reported to a Company Director the same working day.

The director advised will report lost or damaged cremated remains to the Government Inspectors within 48 hours of discovery.

Only the named person (the person who has signed the crema on application) can collect or take delivery of the cremated remains and on production of acceptable ID.

Alternative arrangements can be made but only if we first clear it with the named person. Identification will be on production of a formal D. G. Attwell communication on (For example our estimate or funeral invoice) or personally by a staff member who can verify their ID.

Date: 6th June 2025

Review date: 6th June 2027