

**Appendix 2 – details of complaints recorded on council systems**

<b>Enquiry Type</b>	<b>Details</b>	<b>Date</b>
<b>Service Request</b>	Maltby cemetery not being locked	25/09/2012
<b>Stage 1</b>	Purchased grave plot, want a refund was told would receive all but 10 percent only received half of costs back wants to know why.	01/02/2013
<b>Service Request</b>	Lack of information re: pensions etc. following bereavement	14/03/2013
<b>Stage 1</b>	On the morning of the funeral my uncle went to place flowers on his brothers grave Mr Anthony Hare, who was buried in a different plot. On arriving at the cemetery he discovered that Mr Anthony Hare's plot had been disinterred in error and the headstone removed. Mrs Hare was to be buried alongside her husband Mr William Hare. Fortunately the groundsmen were still on site and could prepare my grandmothers plot for her funeral. I would like to know who is responsible for this gross error, and compensate the family for the upset this caused, under an already extremely stressful circumstance.	02/08/2013
<b>Informal Complaint</b>	Excessive cost for re-opening cremated remains.	15/10/2013
<b>Informal Complaint</b>	Grass cutters have damaged a flower arrangement on grave	11/06/2013
<b>Informal Complaint</b>	Cutting of grass and upkeep to Wath Cemetery.	17/06/2014
<b>Cllr Surgery</b>	The crematorium are not maintaining the boundary	18/07/2014
<b>LGO</b>	Refusal to refund cost of grave plot	11/12/2014
<b>MP Enquiry</b>	Damage and vandalism to graves at Upper Haugh Cemetery	24/02/2015