

## Cremated Remains Policy

### 1. Receiving & Recording of Cremated Remains

- **Collection:** Cremated remains are normally collected from the crematorium within **5 working days** of the cremation.
- **Transportation:** The remains are transported back to the specific West & Coe funeral home that arranged the funeral.
- **Registration:** Upon arrival, all remains are logged in a cremated remains register detailing the full name, date and location of cremation, cremation number, and the collecting staff member's name.
- **Storage:** The remains are placed on a secure shelf in surname alphabetical order, within our dedicated ashes chapel.
- **Notification:** The applicant for cremation is contacted within **5 working days** of the date of collection to confirm receipt and discuss options.

### 2. Management & Release of Cremated Remains

- **Identification Integrity:** Only one person is cremated at a time, and a robust identification process ensures the correct remains are always returned to the family. Each container is clearly marked with identifying information.
- **Release Authority:** Remains are only released to the original applicant for cremation or a person they have **authorised in writing** or via a telephone call verified by our office.
- **Verification:** Photographic identification is requested upon collection to confirm the identity of the person collecting the remains.
- **Documentation:** A cremated remains release form is completed in full and filed with the funeral record at the time of collection.
- **Splitting Remains:** If remains are split into multiple containers (e.g., for keepsakes), both containers are clearly marked with identifying information and labelled "1/2" and "2/2".

### 3. Options for Final Disposition

During arrangements, the following options are discussed with the client:

- **Scattering** at a cemetery, crematorium, or churchyard.
- **Burial** in a cemetery, crematorium, or churchyard plot.
- **Retention** by the family in a provided casket, urn, or other container.
- **Memorialisation:** Using a small portion for memorial items such as jewellery.
- **Repatriation** (transporting remains out of the UK).

### 4. Unclaimed & Lost/Damaged Cremated Remains

- **Unclaimed:** If the applicant is unreachable or does not collect the remains within **3 months**, we will make all reasonable efforts to contact them. If a client asks for longer storage, this is logged on our system.

- **Lost Remains:** In the unlikely event of a loss, the crematorium is contacted to confirm collection, all premises and vehicles are searched, and if still lost, the applicant is immediately informed and support offered from the Senior Management Team for a resolution plan. If further support is required, The National Society of Allied & Independent Funeral Directors (SAIF) can be contacted.
- **Damaged Remains:** If a container is damaged, it will be replaced immediately with the same or a similar container.

## **5. Recording Actions**

All actions involving cremated remains, including scattering dates and times, are logged in our digital diaries, job sheets, and the funeral manager system to maintain a permanent record.

Our **Complaint Policy** can be accessed on our website at [www.westandcoe.com](http://www.westandcoe.com)