apse performance networks

Cemetery and Crematorium customer satisfaction survey

Please tell us how you think we are doing.

Please answer 'Not applicable' if the question asked is not relevant to you.

Staff and information

	Not applicable	Excellent	Good	Acceptable	Poor	Very poor
Friendliness of staff	☐	☐	☐	☐	☐	☐
How smartly dressed are staff?	☐	☐	☐	☐	☐	☐
Ease of obtaining information	☐	☐	☐	☐	☐	☐
Ease of reporting problems	☐	☐	☐	☐	☐	☐

Services provided

	Not applicable	Excellent	Good	Acceptable	Poor	Very poor
Gardens of remembrance for cremated remains	☐	☐	☐	☐	☐	☐
Crematorium funeral services	☐	☐	☐	☐	☐	☐
Cemetery burial services	☐	☐	☐	☐	☐	☐
Memorial options	☐	☐	☐	☐	☐	☐
Office reception staff	☐	☐	☐	☐	☐	☐
Public toilets	☐	☐	☐	☐	☐	☐

Service standards

	Not applicable	Excellent	Good	Acceptable	Poor	Very poor
Standard of litter clearance in horticultural areas	☐	☐	☐	☐	☐	☐
Standard of grave maintenance	☐	☐	☐	☐	☐	☐
Standard of grounds maintenance	☐	☐	☐	☐	☐	☐
Feeling of personal safety in cemeteries	☐	☐	☐	☐	☐	☐
Open days for the public	☐	☐	☐	☐	☐	☐
Keeping cemeteries clear of dog waste	☐	☐	☐	☐	☐	☐
Ensuring dogs are kept under control in cemeteries	☐	☐	☐	☐	☐	☐