

A white dove with blue wings

Description automatically generatedNorth West Leicestershire Bereavement Feedback Form

Please accept our sympathy on your recent bereavement

It is our aim to provide a caring quality service which meets the expectations for our clients and visitors whilst also providing value for money. I would be grateful if you could spend a few minutes to complete this questionnaire. Your comments will be used to help us to continue to improve our service.

This questionnaire relates to the service provided by North West Leicestershire District Council Bereavement Service and not the service of your chosen Funeral Director.

If you feel that an approach of this nature is unwelcome at this time, please ignore this letter and accept our apologies for the intrusion.

1. Please indicate where your loved one was buried

Broomleys Cemetery

Hugglescote Cemetery

Whitwick Cemetery

1. Please let us know when your loved one was buried
2. A white dove with blue wings

   Description automatically generatedHow did you find the standard of grounds maintenance at the cemetery? (1 being poor and 5 being excellent)?

1

2

3

4

5

1. Please can you briefly detail why you chose the standard of grounds maintenance rating?
2. How would you rate the presentation of the grave and burial area upon arrival at the cemetery? (1 being poor and 5 being excellent)?

1

2

3

4

5

1. Please can you briefly detail why you chose the presentation of the grave rating?

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1. How did you find the service of the staff in terms of (1 being poor and 5 being excellent)?

1 2 3 4 5

Helpfulness

Respect

Understanding of your feelings

1. Please can you briefly detail why you chose the service of the staff ratings?
2. Were your questions or concerns dealt with effectively?

Yes

No

N/A

1. A white dove with blue wings

   Description automatically generatedPlease rate the quality of information you have received regarding this service (1 being poor and 5 being excellent)?

1

2

3

4

5

1. Overall how satisfied you were with the standard of service you have received from the Councils Bereavement Service?

Very satisfied

Somewhat satisfied

Neither satisfied nor dissatisfied

Somewhat dissatisfied

Very dissatisfied

N/A

1. Please use the space below to make any further observations or suggested improvements regarding the cemetery and service you received.

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