

Ashes/Cremated Remains "Remains" Management Policy May 2024

1. Cremated remains are collected from the crematorium within 3 working days of the cremation.
 - a. The remains are transported back to the funeral home which arranged the cremation.
 - b. The remains are then logged in to the cremated remains register, which states:
 - i. Full Name
 - ii. Date of Cremation
 - iii. Location of Cremation
 - iv. Cremation Number
 - v. Name of member of staff who collected
 - c. The remains are then placed on a shelf in surname alphabetical order
 - d. The applicant is then contacted within 5 working days following the funeral to notify the client of the ashes received into our care and confirm further options if required.
2. When the remains are to be split both containers are clearly marked with the name, date of cremation and cremation number to ensure it is clear. Both containers are then marked with 1/2 and 2/2 to indicate the remains have been split and placed in to separate containers. Two release slips are generated, one for each set of remains.
3. When making the funeral arrangements the below options are discussed as to what can be done with the remains after the cremation
 - a. Scattering of the remains at a cemetery, crematorium or churchyard
 - b. Burial of the remains in a cemetery, crematorium or churchyard
 - c. Remains are to be retained by the family in a casket, urn, crematorium container or family own provided container.
 - d. A small section of the remains can be used for memorialisation (jewellery) however the bulk of the remains are still present
 - e. Remains are transported out of the UK and repatriated
4. In our literature and during the arrangement, it is made clear that the client/applicant for cremation should contact the funeral home when they are ready to collect their loved ones remains. We only release the remains to the applicant for the cremation, or on their authority to another person. The authority can only be given in writing or via telephone call made from our office. ID is asked for to confirm the applicant/nominated person is the correct person collecting. Upon collection of the remains our cremated remains release form is completed in full, and then attached to the funeral record file.

If a client/applicant is unreachable or does not collect the remains within three months, we will make all efforts to contact the person to arrange disposal or collection. Should the applicant ask for us to store them for longer than 3 months, this is to be logged on our funeral manager system along with on the cremated remains box and register.
5. In the rare and unfortunate circumstance where remains are lost or damaged all appropriate actions are taken to recover the remains or repair the container.
 - a. Lost remains
 - i. the crematorium would be contacted to confirm who received the remains from them on behalf of the company on what date.
 - ii. all areas and vehicles of the funeral home and other premises are to be checked to try and recover the remains.
 - iii. If the remains cannot be found the applicant will be informed immediately and asked to contact SAIF for advice on how to proceed and we as a company would work with SAIF to come to an appropriate resolution and action plan.
 - b. Damaged remains
 - i. If a remains container is damaged then the container will be replaced immediately for the same or similar.
6. When a remains scattering or burial is to take place the date, time and location are booked in to-
 - a. Our office paper and digital diaries
 - b. Our running job sheet
 - c. Details logged on to the funeral record on our system
7. All actions around remains are logged on our funeral manager system.