



ASHES MANAGEMENT POLICY

This Policy reflects the Little and Caine Limited Management of Ashes.

- Upon receipt of Ashes from the Crematorium, they are immediately stored in the designated area and recorded in the Ashes Management Log. This area is always locked when not in use and is only accessible by Little and Caine staff.
- The Cremation Certificate should be attached to the Ashes container if received by the Crematorium.
- The Ashes Management Log must be completed with the Date Received, Name of Deceased, Name of Crematorium, Date of Cremation, Funeral Director, Name of person authorised to receive/collect the Ashes, Signature of the person signing the Ashes in, Date Ashes are to be returned to the family and any notes.
- Any instructions to deliver the Ashes to someone other than the person authorising the cremation must be in writing and stored with the Ashes and a note recorded in the log.
- If Ashes are to be divided this should only be carried out by a member of staff trained in this and the correct procedure must be followed and a note placed into the log. This is also to be logged when ashes are signed/returned to the applicant.
- The person entitled to receive the Ashes should be contacted as soon as they are available, and a time agreed for them to be handed over.
- A signature must be given for receipt on a separate record which must then be stored in the Ashes Management File.
- Should an Ashes container be damaged or lost or Ashes accidentally spilt out during being divided, then it must be reported immediately to a senior person and a note made in the log.
- If Ashes are scattered or interred by a member of staff this must be recorded on the Ashes Spreadsheet showing date, time, place of scattering/interment.
- The Ashes Management Log must be maintained and stored to provide an audit trail should it become necessary for future research.
- Ashes will be held for a maximum of 12 months. After this period, we will make every effort to contact the applicant. If we are unable to make contact and without further instruction, the Ashes will be returned to the Crematorium.