

ADMINISTRATION OF CREMATED REMAINS PROCEDURES

Guidance to Members

All funeral firms should ensure they have written instructions from the applicant for cremation with regard to the disposal of the cremated remains and, when this involves the funeral director collecting the remains from the crematorium, a stringent audit trail should be recorded. It may be of use to keep a photocopy of the preliminary application form for future reference of applicant and final details.

A form should be produced with instructions for the collection and release of cremated remains and be completed by a member of staff to record the following information - this should be a separate sheet for each container of cremated remains for data protection and client confidentiality:-

- details of the deceased;
- remains collected from where, when and by whom;
- remains stored at what location and in what container;
- instructions for the release/disposal of the remains;
- name, address and telephone number of the applicant for cremation.

A record sheet or register should be kept within the funeral home with an account of all cremated remains within the premises.

Identification of the remains should be checked each time an entry is recorded and the Certificate of Cremation should be retained with the remains at all times.

Identification of the applicant for cremation should be checked before releasing the remains and, if they are to be released to a third party, written authority must be obtained and confirmed with the applicant before release.

When cremated remains are released a record should be made of who collected them (name, address and contact details), when they were collected and in what type of container. This should be signed by the person who collected the remains and the member of staff who released them.

Note: In the case of a dispute over 'ownership' of the cremated remains, a member may consider not releasing the remains to any party until each has signed a form indemnifying the member in writing against any action arising from the remains being delivered/handed to either party. If either party refuses to co-operate then the remains will only be handed to either party upon the direction of the Courts.