



ASHES (CREMATED REMAINS) MANAGEMENT POLICY

McGillivray Funeral Directors is committed to ensuring that the cremated remains of every deceased person entrusted to our care are treated with dignity, respect and compassion at all times.

This policy sets out the procedures for the safe handling, storage, release, transfer and, where instructed, disposal of ashes in accordance with Scottish legislation and the Funeral Directors Code of Practice.

This policy applies to all employees, directors and any authorised person handling ashes on behalf of McGillivray Funeral Directors.

McGillivray Funeral Directors will ensure that:

- Every set of ashes is treated with the utmost dignity and respect.
- Ashes are never mixed with those of another individual.
- Accurate records are maintained throughout the entire process.
- Families receive clear information regarding their available options.
- All staff understand and follow this policy.

Collection of ashes

Where instructed by the applicant, McGillivray Funeral Directors will collect ashes from the crematorium

Upon Collection:

- The cremation certificate and ashes will be checked against the deceased's details
- The ashes will remain clearly identified at all times.
- The cremation certificate will remain with the ashes until released to the family.

Ashes will be stored:

- In a locked, clean, dry and well-maintained area.
- Clearly labelled with the deceased's full name and unique identification number.
- Together with the relevant cremation documentation.

Access to the storage area is restricted to authorised members of staff only.

An Ashes Register will be maintained which records:

- Name of the deceased.
- Date of death
- Crematorium
- Date the ashes are received.
- Applicant's details.
- Date of release.
- Name of the person collecting.
- Identification checked.
- Signature of recipient.
- Staff member authorising release.
- Any subsequent transfer, scattering or interment.

Records will be retained in accordance with legal and data protection requirements.

Notification to the applicant

Once ashes have been received, the applicant will be informed as soon as reasonably practicable that they are available for collection.

Notification may be made by telephone, email or letter, with a written record retained on the funeral file.

Release of ashes

Ashes will only be released to the named applicant or to another person authorised in writing by the applicant

Before release staff will verify the recipient's identity using photographic identification where appropriate and obtain a signed receipt confirming collection.

Transfer of ashes

Where requested, ashes may be:

- Delivered to a cemetery
- Delivered to a place of interment.

All transfers will be documented to maintain a complete audit trail.

Splitting of ashes

Where requested by the applicant, ashes may be divided into more than one container.

The procedure will ensure:

- Only one set of ashes is handled at a time.
- Containers are clearly labelled.
- The process is undertaken respectfully.
- A full written record is retained.

Scattering or interment

Where McGillivray Funeral Directors is instructed to arrange the scattering or interment of ashes:

- Written authority will be obtained.
- The location and date will be recorded.
- Confirmation of completion will be retained on file.

Change of instructions

The applicant may amend instructions regarding ashes before final release or disposal. Any revised instruction must be confirmed in writing and retained with the funeral records.

Uncollected ashes

Where ashes remain uncollected:

- Reasonable attempts will be made to contact the applicant.
- Contact attempts will be recorded.

If ashes remained uncollected after 2 months and no other arrangements have been made, they will be returned to the crematorium for dispersal.

Lost or damaged ashes

If ashes are lost, damaged or compromised:

- A full investigation will be undertaken.
- The applicant will be informed promptly.
- Where required, the incident will be reported to the appropriate Scottish Inspector within the statutory timescale.
- Corrective actions will be documented.

Confidentiality

All records relating to ashes are confidential and will be handled in accordance with:

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018

Access is restricted to authorised personnel.