

# Glasnevin Trust

## OUR VISION

*Compassion, Respect and  
Understanding*

## OUR MISSION

Glasnevin Trust preserves and honors' the heritage of past generations, serves & respects the needs of the present generation, and provides a legacy for future generations.

## OUR HANDLING OF COMPLAINTS

Glasnevin Trust encourages customers to lodge complaints. Receiving a complaint gives us the opportunity to rectify a situation and continually improve our services.

You may lodge your complaint:

- By email
- In person at our offices
- By telephone
- In writing to Glasnevin Trust, Glasnevin Cemetery, Finglas Road, DUBLIN 11, Ireland

*If the matter is still not resolved:*

If we are not able to resolve your complaint, the next avenue is the State Ombudsman.

## OUR VALUES

- Striving for customer service EXCELLENCE through continuous assessment, innovation and improvement
- Acting ethically, with INTEGRITY, professionalism and courtesy
- A safe and caring workplace where people can achieve with PRIDE
- TRUSTING, SUPPORTING and CO-OPERATING with each other and the community
- Caring for our ENVIRONMENT, past, present and future

## **OUR GOALS**

- To be a customer focused organisation
- To be a leader in cemetery and crematorium management
- With all our facilities we will provide an environment of peace and reverence which meets the diverse needs of our community.
- We embrace our responsibility as custodians of assets of historical and heritage significance.

## **SERVICES WE PROVIDE**

Glasnevin Trust provides sensitive and dignified facilities and services to meet the needs of the deceased and the bereaved. These include:

- cremation
- burial
- entombment
- memorialisation
- chapel services
- florist services
- Museum

We are responsible for the efficient and effective management of operating Cemeteries at Glasnevin, Dardistown, Newlands Cross, Palmerstown and Goldenbridge and Crematoria at Glasnevin and Newlands Cross.

We are entrusted to care for personal memories and also to watch over and protect the rich social history of Ireland held within cemeteries under our care.

## **OUR CUSTOMERS**

We are fully committed to meeting the needs of our many and diverse customers, who include:

- The bereaved requiring interment, cremation or memorial arrangements
- People wishing to pre-plan such arrangements for themselves, or for others, in anticipation of future needs
- Holders of pre-paid funeral agreements
- All visitors to the cemetery, including mourners and people visiting graves and memorials
- People with an interest in genealogical research and heritage matters
- Funeral directors and other industry partners such as stonemasons, religious officiators and civil celebrants

## **WHAT OUR CUSTOMERS CAN EXPECT FROM US**

Cemetery facilities which are peaceful, welcoming, comfortable, safe and well maintained

Staff who are knowledgeable in all aspects of interment, cremation and commemoration and who perform their duties with compassion, respect and understanding

Thorough and thoughtful preparation for interments, cremations and commemoration ceremonies

Secure identification and storage of cremated remains until notification of the administrator's wishes, within the guidelines of the Statutory Rules and Orders, 1930, No.1016 as amended by Cremation regulations 1952,1965,1979 and Cremation (Amendment) Regulations 1985, 2000 and 2006, England and Wales which have been adopted in principal by Glasnevin Trust.

Access to registers of all interments, cremations and commemorations through the cemetery offices and website – [www.glasnevintrust.ie](http://www.glasnevintrust.ie).

Open and accountable information about all aspects of Glasnevin Trust's facilities and operations

Facilities and assistance for people with disabilities

Prompt and helpful responses to all telephone, written, electronic or personal enquiries and/or complaints.