

Council Briefing Note 28/01/16

Issue concerning Incident at Thornhill Crematorium Chapel on 27th January 2016

A quiet shocking incident occurred yesterday at Thornhill crematorium during a funeral service. This involved an inappropriate footage being played during the service on one of the 4 screens in the chapel.

The incident occurred on just one of the monitors which was installed to replace a faulty screen and until this week we have had no reports of anything like this happening previously.

An urgent investigation has been launched and an independent specialist Audio Visual company has been appointed to analyse the systems in a bid to establish how this unfortunate incident occurred. Once this has been completed a report will be produced detailing their findings.

We sincerely apologise to the family and mourners present who witnessed this incident and will continue to offer them our help and support and provide an explanation to the family as to how this incident occurred in due course. The Authority has waived all of our costs and fees associated with the funeral service and burial .