

Complaints, Disputes + Feedback Policy



Catholic
Cemeteries +
Crematoria



Overview

Catholic Cemeteries & Crematoria (CCC) are committed to delivering quality client services.

The Policy complies with the following Standards:

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|----------------|---------------------------------------------------------------------------------|
| ISO/19011 | Guidelines for auditing management systems. |
| ISO 10002 | Guidelines for complaints handling in organisations. |
| ISO/10003 | Quality Management – Customer Satisfaction – Guidelines for Dispute Resolution. |
| AS 4269 – 1995 | Australian Standard – Complaints Handling. |

CCC encourages customers to provide feedback to us about the services we provide or how they are provided. Receiving a complaint allows us to rectify a situation and continually improve our services. Receiving appreciation is also welcome and helps to reinforce what we do well.

Aims and Objectives

CCC is committed to ensuring that complaints are dealt with in a responsive, efficient, effective and fair manner.

This policy aims to:

- ◆ Acknowledge the right of our customers to complain when dissatisfied with a service, and encourages feedback from customers and the general public.
- ◆ Inform our customers of CCC's procedures for handling complaints and compliments.
- ◆ Ensure that feedback is handled in an appropriate, effective and systematic way allowing corrective actions to be put in place where necessary.
- ◆ Inform our customers of the actions CCC will undertake if a dispute arises between 3rd parties.
- ◆ Contact details and process for customers who are dissatisfied with any proposed resolution.
- ◆ Increase the level of customer satisfaction within CCC services.

How to lodge a complaint

Our Customer Feedback service is in place to ensure your complaint is heard and dealt with fairly and quickly.

Our Client Services team is able to assist you at all times and you will be treated with courtesy. We expect that in turn, staff will be treated with the same level of courtesy. Abusive behaviour towards staff will not be tolerated.

We encourage you initially to contact the CCC representative who you have been dealing with to resolve the issue. If you are not comfortable with this or are not satisfied with their response, you should ask to speak with that employee's supervisor or manager.

Alternatively, you can lodge a complaint with CCC through one of the means outlined below.

You may lodge your complaint or feedback:

- ◆ In-person at our Rookwood, Liverpool or Kemps Creek offices
- ◆ By telephone
Rookwood 1300 114 997
Liverpool (02) 9602 0344
Kemps Creek (02) 9826 2273
- ◆ In writing to:
Catholic Cemeteries + Crematoria
PO Box 10, Lidcombe NSW 1825
- ◆ By email:
enquiries@catholiccemeteries.com.au

If English is not your preferred language, the CCC can arrange for an interpreter or translating services for you.

What to include in your complaint

There are some things that you can do to assist us with your complaint:

- ◆ Make your complaint as soon as possible so that the facts are still clear and the information given is accurate.
- ◆ A telephone call may be sufficient and quicker if the issue is simple or easily resolved.
- ◆ A written complaint is usually better if the issue or concern is more complex.
- ◆ Try to summarise exactly what your complaint is and set out the order in which things might have happened.
- ◆ Dates, names, descriptions of incidents and reference to any prior contact with the cemetery could assist.
- ◆ Tell us what you think could be improved or what you think should be done to put things right.

Complaints Process

Once received by CCC, the details of your complaint will be recorded in our internal client management system. If we can resolve your complaint immediately, we will do so. If we are unable to resolve your complaint immediately, we will refer it to an appropriate person within CCC for further investigation.

All complaints are treated as genuine and will be properly investigated. The response provided will contain information relevant to the complaint, reasons for any decision made, any changes that have resulted from the complaint and an apology where appropriate.

At all times your complaint will be dealt with in confidence, without discrimination or bias. All available information will be collected during the investigation and analysed in an objective and sensitive manner. We will endeavour to assist in a resolution that is to the satisfaction of all parties within the bounds of legislation and policy.

Timeframes

CCC treats every complaint seriously and we endeavour to resolve your issue straight away. If this cannot be achieved, we will offer to escalate the matter to find a resolution in the shortest timeframe possible. All complaints received in writing will be acknowledged within 5 Business Days.

If we are unable to resolve your concern immediately, we will address your complaint within 10 days. As we work to resolve your complaint, we may contact you if we require more information. Those complaints which are complicated may not be able to be finalised within this timeframe; however you will be kept informed of the progress of your complaint. CCC will respond to all complaints within 30 business days in writing outlining the proposed resolution or the actions that are required to be completed in order to resolve the situation.

Disputes between 3rd Parties

If your complaint deals with something or someone which does not relate to the products or services CCC provide, but relates to a dispute between two or more independent parties, we will explain this to you and try to help you identify a course of action in order to address your issue. CCC will not act upon any instructions from any parties in dispute until all parties have informed us in writing that they have reached an agreement and have collectively requested CCC to undertake the agreed actions requested.

Additional Information

Further information regarding this policy can be found in the standard Terms & Conditions contained within the CCC Consumer Agreement.

Additionally, the Terms & Conditions and this Policy can be found at the following website address:

Catholic Cemeteries & Crematoria
www.catholiccemeteries.com.au

Rookwood Catholic Cemetery
www.catholiccemeteries.com.au

Liverpool Cemetery
www.liverpoolcemetery.com.au

Kemps Creek Memorial Park
www.kempscreekmemorialpark.com.au

If you remain Dissatisfied

If you remain dissatisfied with CCC's handling of your complaint, you are entitled to pursue an external method of review or management.

You may wish to contact:

NSW Fair Trading
PO BOX 972 PARRAMATTA NSW 2124
Phone: (02) 9895 0111

Cemeteries and Crematoria NSW
Email: ccnsw.info@cemeteries.nsw.gov.au
Phone: (02) 9842 8473

Disputes relating to Australian Consumer Law

CCC works closely with all regulatory agencies within Australia to ensure we comply with all relevant acts and obligations under the Australian Consumer Laws. As a consumer of any product or service in Australia, you have a number of rights which are identified and administered by Australian Competition and Consumer Commission, (ACCC).

Should you wish to gain a better understanding of your rights as a consumer in Australia, or if you feel you have a dispute that relates to an alledged failure of these consumer laws, additional information can be found at the following website.
<https://www.accc.gov.au/>

ACCC can be contacted during normal operating hours, Monday to Friday 9 am to 5 pm AEST/AEDT, closed national public holidays.

Phone: 1300 302 502

First Nations consumers: 1300 303 143

Definitions

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| ACCC | Australian Competition & Consumer Commission |
| CCC | Catholic Cemeteries + Crematoria |
| Complaint | Any expression of dissatisfaction with a product or service offered or provided. |
| Dispute | A disagreement between two or more third parties that are not members of the CCC staff. |
| Feedback | Positive or negative comments or observations about a product or service provided by CCC. |
| | The toality of features and characteristics of a product or service that bears on its ability to sdatisfy stated or implied needs. |
| Terms & Conditions | Additional information contained in the CCC Sales Agreement outlining responsibilities and accountabilities of each party atched to the Contract. |



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Contact Us

Rookwood Catholic Cemetery
Barnet Avenue, Rookwood, NSW 2134
Phone: 1300 114 997
enquiries@catholiccemeteries.com.au
www.catholiccemeteries.com.au

North Rocks Catholic Cemetery
North Rocks Road, North Rocks, NSW 2151
Phone: 1300 114 997
enquiries@catholiccemeteries.com.au
www.catholiccemeteries.com.au

Liverpool Cemetery
207 Moore St, Liverpool 2170
Phone: 02 9602 0344
info@liverpoolcemetery.com.au
www.liverpoolcemetery.com.au

Kemps Creek Memorial Park
230-260 Western Rd, Kemps Creek, NSW 2178
Phone: 02 9826 2273
admin@kempscreekcemetery.com.au
www.kempscreekmemorialpark.com.au

Macarthur Memorial Park
Phone: 1300 086 689
Email: info@mmpark.com.au

Head Office
Level 2, Murray Rose Avenue
Sydney Olympic Park, NSW 2127
enquiries@catholiccemeteries.com.au