Metropolitan Memorial Parks

How to provide **Complaints and Compliments**

At Metropolitan Memorial Parks, we are always looking for ways to improve our products and services. Your feedback, both good and bad helps us to better understand what we are doing well and where there may be room for improvement.

Complaints handling principles

We are committed to effective complaints handling and have based our processes on the following principles. This means we will:

- Be responsive and treat you with courtesy and respect. Make it easy for you to give us feedback.
- Respond to complaints in an equitable, objective and unbiased manner.
- Treat complaints confidentially and protect personal information in accordance with privacy laws.
- Keep you informed about the status of your complaint.
- Take ownership of complaints and allocate a person to investigate your matter. Respond to you within identified timeframes.
- Use complaints as a source of continuous business improvement.
- Provide a remedy that is proportionate to the damage incurred, where the complaint is upheld.

How to lodge a complaint or provide a compliment

You can make a complaint verbally or in writing.

Where a complaint has been lodged verbally and there is uncertainty about the situation, or if the complaint raises complex or serious matters, we may encourage you to submit the complaint in writing.

This will assist us to thoroughly investigate the complaint.

Scan the QR code or visit: **bit.ly/4jPyfpU**

You can get in touch with us via:

Email feedback@mmplm.com.au

Mail PO Box 291, Lidcombe NSW 1825

Phone 1300 503 322

In person at one of our memorial park locations

Online scan the QR code or visit: **bit.ly/4jPyfpU**

Our locations:

- Eastern Suburbs Memorial Park and Crematorium
- Field of Mars Cemetery*
- Frenchs Forest Bushland Cemetery
- Gore Hill Memorial Cemetery*
- Macquarie Park Cemetery and Crematorium
- Rookwood General Cemetery and Crematorium
- Sandgate Cemetery
- Woronora Memorial Park and Crematorium

**Please note, there is no administration office at this location.*

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Anonymous feedback and complaints

We accept anonymous complaints and will carry out an investigation of the issues raised where there is enough information provided. Although we cannot respond to anonymous complaints, these complaints can assist us to improve our services.

Our complaints management process

Assessing complaints

We will triage all incoming matters to determine whether they are a complaint or a service request. Service requests, such as top ups of soil on graves, will be directed to the relevant operational area for response, whereas complaints will be allocated to a responsible person for an investigation to occur. You will receive an acknowledgement that we have received the complaint within five (5) days from receipt.

Response time for complaints

Where possible and appropriate, we will endeavour to address complaints quickly and informally. For example, it may be possible to resolve a straightforward matter through feedback or providing information within 48 hours. Where this is not possible or the matters are more serious or complex, the complaint will be escalated and an investigation to establish the factual issues and options for complaint resolution will be progressed. We will aim to provide a written response to your complaint within 30 days, regardless of whether the complaint is resolved or still being investigated. Most of the time we will be able to resolve the complaint within a much shorter timeframe.

How to request a review

Internal Review

If you are not satisfied with our response to your complaint, you can request a review by contacting the person you have been engaging with and request a review. Your request will be escalated internally for review and response.

External Review

If you remain dissatisfied with the way we have managed a complaint, you are entitled to pursue an external complaint management process.

If your complaint relates to consumer law matters, you may contact NSW Fair Trading:

www.fairtrading.nsw.gov.au

If your complaint relates to the management of a cemetery, you may contact Cemeteries & Crematoria NSW:
www.cemeteries.nsw.gov.au

If your complaint relates to service delivery and fair treatment, you may contact the NSW Ombudsman: www.ombo.nsw.gov.au

If your complaint relates to a criminal offence, you may contact the NSW Police:

www.police.nsw.gov.au