

Waverley Cemeteries Complaint Handling Procedure



November 2023

Waverley Cemetery is committed to managing and resolving complaints from the community in a timely, respectful, and appropriate manner. A complaint is an expression of dissatisfaction made to Waverley Cemeteries about, a cemetery policy or procedure, the quality of service provided or the actions or behaviour of a Cemetery officer.

Customers can provide complaints via multiple channels:

- in person at the Cemetery Office M-F 10.00 am to 4.00 pm
- via phone (02) 9083 8899 or email to cemetery@waverley.nsw.gov.au
- in writing to The Manager Waverley Cemetery St Thomas Street Bronte NSW 2024
- via phone (02) 9083 8000 or email info@waverley.nsw.gov.au to Waverley Council.

The Cemetery will act fairly, consistently, honestly, and appropriately when responding to complaints. Our aim is to resolve all complaints at first point of contact.

Cemetery staff will:

- be patient, courteous and professional
- refer to relevant legislation, regulations, policies, and procedures to assist with a resolution
- obtain customer contact details
- escalate to the Manager on request or if the query is outside the officer's area of expertise.

All complaints not resolved at first point of contact or received in writing or by email will be logged in Councils Customer Request Management System (CRM). When a complaint is lodged in the CRM an automated email is sent to the complainant which includes:

- a reference number
- the expected timeframe for a resolution to be reached, our standard is 20 days
- contact details for the Cemetery to submit or request further information.

When a complaint is closed in the CRM an automated email is sent to the complainant which includes:

- the reference number
- comments by the staff member who investigated and closed the complaint
- the decision and final determination of the complaint
- contact details for the Cemetery to request additional information or a review of the complaint outcome.

When a complaint cannot be resolved by Council and/or the complainant is dissatisfied with the resolution the complainant will be advised of external agencies who can be contacted directly, for example, the NSW Ombudsman and the Cemeteries Agency for further advice.

The contact details for the Cemeteries Agency are:

- email ccnsw.info@cemeteries.nsw.gov.au; or
- phone (02) 9842 8473.

Confidentiality

The Cemetery will protect the identity of complainants where this is practical and appropriate. Contact details will only be used by the Cemetery to confirm information and/or to provide an outcome. Complainants will be advised that their personal information and details of their complaint may be provided to the Cemeteries Agency as the Industry Regulator.