

# Waverley Cemeteries Customer Service Charter

## Our Vision and Values

We keep our community at the centre of everything we do and we strive for excellence.



Care



Respect



Integrity



Innovation



Collaboration

Waverley Cemeteries provides a range of Cemetery and Interment related services.

Our customers include grieving families, interment industry members, monumental masons, residents, ratepayers, and businesses as well as visitors.

There are many reasons why our customers contact us. We strive to provide an empathetic, responsive and friendly service every time.

As a licensed Cemetery Operator, and in line with our licence conditions, we recognise the importance of customer service.

## We will:

- Understand your needs and communicate with full and accurate information about the products and services that we are able or unable to provide.
- Answer enquiries in a timely manner and resolve enquiries as soon as possible. Give timeframes for requests that need more investigation.
- Offer innovative and flexible services.
- Respect and protect your privacy and confidentiality of personal information under applicable legislation.
- Be friendly, courteous and respectful and create an inclusive environment and celebrate our diversity.
- Deal with disputes and complaints in a respectful and compassionate way, acknowledging and responding within 14 days.
- Ensure that complaints are captured in a register and maintained for 7 years from the date the complaint was made.

## Waverley Cemeteries Contacts

 (02) 9083 8899

 cemetery  
@waverley.nsw.gov.au

 St Thomas Street  
Bronte NSW 2024

**Office Hours:**  
10am – 2pm,  
Monday – Friday.

Vehicle Access  
Sunrise – Sunset 24/7.  
Pedestrian Access 24/7.

If you are not satisfied with our handling of your complaint or the resolution, you can contact the Cemeteries Regulator via email [ccnsw.info@cemeteries.nsw.gov.au](mailto:ccnsw.info@cemeteries.nsw.gov.au) or by phone – 02 9842 8470.