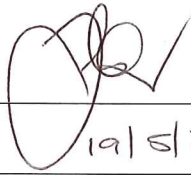


# Complaints Policy & Procedure

**Approved: 19 May 2021**

Reference Number: F2017/787

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| <b>Reference Number:</b>    | HPE Reference: F2017/787  |
| <b>Classification:</b>      | Governance  |
| <b>Version:</b>             | 2.0   |
| <b>Responsible Manager:</b> | Manager Stakeholder Engagement  |
| <b>Reviewed by:</b>         | CEO   |
| <b>Approved by:</b>         | CEO   |
| <b>Signature:</b>           |  |
| <b>Approved Date:</b>       | 19/5/2021   |
| <b>Next Review Date:</b>    | 3 Years (19 May 2024)   |
| <b>Legislation:</b>         | N/A   |
| <b>Related Documents:</b>   |   |



## 1. Introduction

This Policy and Procedure informs how Centennial Park Cemetery Authority (Centennial Park) employees respond to, resolve, and document complaints about our products and services and the way we deliver them.

## 2. Policy

### 2.1. Policy Statement

Centennial Park is committed to providing of high-quality products, services, facilities and grounds and services to all its stakeholders, including customers, funeral directors, families and visitors. . The aim of this Policy is to provide a fair, consistent and structured process for anyone dissatisfied with an action, decision or service.

Lessons learnt from complaint investigations will be used to directly inform service improvements. Emphasis will be placed on resolving complaints as quickly as possible and implementing changes to ensure they are not repeated, including communication and escalation to assist.

Centennial Park is committed to resolving complaints, improving relations, building loyalty and improving Centennial Park's accountability and transparency.

### 2.2. Scope

This Policy and associated Procedure apply to all staff, volunteers and contractors where Centennial Park has failed to meet the regular standards for a service or product which has been, or should have been, delivered.

### 2.3. Policy Principles

This Policy is based on the following principles, which will be fundamental in the way Centennial Park approaches complaint handling. They are:

- Fairness: treating complainants fairly with impartiality, confidentiality, and transparency at all stages of the process;
- Accessibility: ensuring broad public awareness about Centennial Park's Policy and a range of contact options;
- Responsiveness: providing sufficient resources and well-trained staff; reviewing and improving systems;
- Efficiency: resolving complaints as quickly as possible, while ensuring that they are dealt with at a level that reflects their level of complexity; and
- Cooperation between different areas of Centennial Park where the complaint overlaps functional responsibilities.
- All team members are empowered to receive, acknowledge and assist to resolve complaints within their areas in the first instance and it is preferable that prompt attention be given to them at the initial point of contact at the appropriate officer level.
- Relevant supervisors and managers (depending on the area the complaint relates to) should be made aware of complaints to ensure a satisfactory resolution and that practices are reviewed to minimise the risk of the complaint being repeated.
- With approval of the CEO, legal advice will be sought where it is deemed appropriate to inform or support a response.

- Complaints are to be communicated to the CEO and subsequently, the Board as deemed appropriate by the CEO such as if trends are developing or due to their serious nature, risks to reputational damage, safety etc.
- If a complainant is not satisfied with the outcome of their complaint, it should be escalated to the relevant upline manager or CEO. Further legal advice may also be sought to inform a response.

### **2.3.1. When is a complaint a complaint and when is it feedback?**

The following should act as a guide:

|                        |  |
|------------------------|--|
| Complaint:             | An expression of dissatisfaction with a specific product or service delivered by Centennial Park or its representatives that has failed to reach the standard stated, implied, or expected that has impacted, or continues to impact, negatively on the complainant's use of the Park or the facilities. This includes complaints about a service that has been, or should have been, delivered. |
| Feedback:              | Can take the form of comments or an expression of an opinion, both positive and negative, about services or facilities provided by Centennial Park without necessarily requiring a corrective action, change of services or formal review of a decision. Feedback may, however, influence future service reviews and delivery methods.   |
| Matters for Attention: | Is a request for action, generally feedback or a matter that can be resolved relatively quickly e.g. a broken tap and is not handled by this Policy.   |

## **3. Procedure**

Complaints can be received via the website, email, social media, telephone, letter or face-to-face. The procedure may vary depending on the way the complaint is received.

The Complaints team consists of Manager Operations, Grounds and Infrastructure, Manager Stakeholder Engagement, Coordinator Client Care and Customer Experience and Insights Analyst.

All customer-facing team members are able to log a complaint for the Complaints team to respond to. A member of the Complaints team (who takes the lead on a complaint will be determined by the nature of the complaint) will ensure the complaint is responded to in a timely manner and information about it and its resolution is captured in the Cemetery's management system and/or records management system (for those that require legal advice and/or escalation).

Correspondence in which a complaint is directed towards a specific team member is to be handled in accordance with this Policy and copied to the team member's supervisor. If the complaint also refers to a specific service conducted by Centennial Park, the matter will be discussed between the supervisor and the Manager People & Culture as to the appropriate manner in which the complaint should be noted in the Cemetery's management system by the Coordinator Client Care.

### **3.1. Complaints Received via Email, by Telephone or Face to Face**

- Complaints are entered directly into the Cemetery's management system by the person who received the complaint (currently via a Complaint Work Order in Plotbox);
- A member of the Complaints team (who takes the lead on a complaint will be determined by the nature of the complaint) will ensure the complaint is responded to in a timely manner and information about it and its resolution is captured in the Cemetery's management system and/or records management system (for those that require legal advice and/or escalation).
- The response and or action is recorded in the Cemetery's management system; and
- If a complaint is escalated due to legal advice or the nature of the complaint, the CEO may determine that details of the complaint, legal advice and resolution are also recorded in the Cemetery's record management system.

### **3.2. Complaints Received Via the Media**

Complaints received via the media are to be handled according to the Complaint Handling Policy and Procedure and as advised by the Manager Stakeholder Engagement and the Manager Marketing, Media and Engagement.

