



Feedback and Complaints Policy & Procedure



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Policy & Procedure – Feedback and Complaints

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1. Introduction

This Policy and Procedure (the policy) informs how Centennial Park Cemetery Authority (Centennial Park) effectively manages customer feedback and complaints. Centennial Park is committed to a transparent, accessible and responsive complaints and feedback process.

2. Policy

2.1. Policy Statement

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

Customer feedback is important in shaping our services and products to ensure we are meeting community need. Centennial Park is committed to resolving complaints as quickly as possible and implementing changes to ensure they are not repeated. Lessons learnt from our customers and stakeholders will be used to directly inform service improvements.

Centennial Park is committed to encouraging feedback, resolving complaints, improving relations, building loyalty, accountability and transparency to continually improve our services.

2.2. Scope

This policy and associated procedure apply to all team members, volunteers and contractors of Centennial Park.

2.3. Policy Principles

This policy is based on the following principles, which are fundamental to the way Centennial Park approaches feedback and complaint handling.

Principles include:

- **Customer focused**

Ensuring customer feedback is central to designing and improving our services and products.

- **Fairness**

Complaints and feedback will be treated fairly and with impartiality, confidentiality, and transparency at all stages of the process.

- **Accessibility**

Centennial Park provides a range of options to provide feedback and complaints and strive to ensure broad public awareness about our policy.

- **Responsiveness**

All feedback will be received and responded to in a timely manner by knowledgeable team members.

- **Efficiency**

Resolving complaints as quickly as possible, while ensuring that they are dealt with at a level that reflects their level of complexity.

- **Cooperation**

All areas of Centennial Park will work together to resolve complaints where the complaint overlaps functional responsibilities.

2.4. Definitions of Feedback, Complaint and Matters for Action

- **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. This feedback does not necessarily require corrective action, change of services or formal review of a decision. Feedback may, however, influence future service reviews and delivery methods.

- **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 Centennial Park or the facilities. This includes complaints about a service that has been, or should have been, delivered.

- **Matters for Action**

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

- Our customer complaints and feedback service is in place to ensure complaints are heard and dealt with fairly and quickly. Feedback and 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.
- All team members can receive and respond to feedback and complaints to ensure prompt resolution of complaints where possible. Team members record information for analysis.
- Where a complaint cannot be resolved, it will be escalated to the manager or team leader of that team member for resolution. This may occur if it is a complex matter or a decision from a manager is required.
- If a complaint is still not resolved, the complaint is escalated to the Executive Manager of the department. The Executive Manager will elevate to the CEO and subsequently the Board as appropriate.

- Feedback and complaints are managed through a systematic approach with a regular review by the Complaints and Incidents Committee. This committee is made up of executive, management and team members and ensures a satisfactory resolution is found for each complaint, and reviews practices and systems to minimise the risk of the complaint being repeated. The CEO is informed of all complaints and incidents through committee reporting.
- 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 manager who will work with the People and Culture team. The People and Culture team and team member's manager will be responsible for determining the appropriate action required, depending on the nature of the complaint and will manage this in line with the relevant policies and procedures, ensuring the matter is kept confidential and only disclosed as is considered appropriate, on a need to know basis or as required by law.
- If a customer is unhappy with the resolution, the customer may choose to contact the Ombudsman.

3.1. Complaints Received Through Media Channels

Complaints received via the media should be escalated to the Executive Manager, Customer Experience for resolution in line with this policy and procedure.