

# Complaints, Disputes + Feedback Policy



Catholic  
Cemeteries +  
Crematoria



## Overview

Catholic Cemeteries & Crematoria (CCC) is committed to providing high-quality service to all clients.

We welcome all feedback—whether it's a complaint or a compliment. Complaints help us fix issues and improve our services, while positive feedback reinforces what we're doing well.

## Aims and Objectives

Catholic Cemeteries & Crematoria (CCC) is committed to handling complaints in a way that is fair, timely, and respectful.

This policy aims to:

- ◆ Support your right to raise concerns or complaints about our services
- ◆ Explain how CCC manages complaints and compliments
- ◆ Ensure all feedback is handled properly, allowing us to make improvements where needed
- ◆ Outline what CCC will do if a dispute arises involving third parties
- ◆ Provide clear contact details and steps for customers who are unhappy with a proposed resolution
- ◆ Help improve customer satisfaction across all CCC services

Our policy follows internationally recognised standards:

ISO 19011	<i>Auditing management systems</i>
ISO 10002	<i>Handling customer complaints</i>
ISO 10003	<i>Resolving customer disputes</i>

## How to lodge a complaint






If you have a concern, we encourage you to first speak with the CCC representative you've been dealing with.

If you're not comfortable doing that, or if the issue isn't resolved, you can ask to speak with their supervisor or manager.

You can also lodge a complaint directly with CCC using any of the contact options listed below.

Our Client Services team is here to help and will treat you with courtesy and respect. We ask that all customers treat our staff the same way - **abusive behaviour will not be tolerated.**

You may lodge your complaint or feedback:

	Website - <a href="https://catholiccemeteries.com.au/contact/compliments-and-complaints/">https://catholiccemeteries.com.au/contact/compliments-and-complaints/</a>
	In-person at our Rookwood, Liverpool or Kemps Creek offices
	By telephone Rookwood 1300 114 997 Liverpool (02) 9602 0344 Kemps Creek (02) 9826 2273
	In writing to: Catholic Cemeteries + Crematoria PO Box 10, Lidcombe NSW 1825
	By email: <a href="mailto:enquiries@catholiccemeteries.com.au">enquiries@catholiccemeteries.com.au</a>

If English is not your preferred language, CCC can arrange for an interpreter or translating services for you.

## What to include in your complaint

**Raise your concern as soon as possible** - this helps keep the details accurate and fresh.

**Call us** if the issue is simple or can be resolved quickly.

**Email or write to us** if the matter is more complex or needs detailed explanation.

**Be clear and specific** - summarise what happened and in what order.

**Include helpful details** like dates, names, and any previous contact with CCC.

**Let us know what you'd like to see improved** or how you think the issue could be resolved.

## Complaints Process

### What Happens When You Make a Complaint

- ◆ We take every complaint seriously and will investigate it properly
- ◆ We record your complaint in our system.
- ◆ If we can fix it straight away, we will.
- ◆ If not, we'll send it to the right person to look into it.
- ◆ Your complaint will be handled fairly, privately, and without bias.
- ◆ We'll gather all the facts and work towards a fair solution that follows our rules and policies.
- ◆ We'll look at all the facts and work towards a solution that's fair for everyone.

### You'll get a response that explains:

- ◆ What we found
- ◆ Any decisions we made
- ◆ Any changes we've made
- ◆ An apology, if needed

## Timeframes

We take all complaints seriously and aim to resolve your issue as quickly as possible.

- ◆ If we can fix the problem straight away, we will.
- ◆ If not, we'll pass it to the right person to investigate further.
- ◆ Written complaints will be acknowledged within 5 business days.
- ◆ We aim to respond within 10 business days and may contact you if we need more information.
- ◆ Complex issues may take longer, but we'll keep you updated.
- ◆ You'll receive a written response within 30 business days, explaining what we've done or what steps are needed to resolve the issue.

## Disputes between 3rd Parties

If your complaint isn't about CCC's services or products, but involves another party, we'll let you know. We'll also try to guide you on what steps you can take next.

CCC will not act on instructions from any party involved in a dispute until all parties have reached an agreement and confirmed it in writing, asking CCC to carry out the agreed actions.

## Interment Rights Disputes

If there's a dispute about who holds the interment rights—or we can't contact the holder—CCC may need to make a decision. We'll follow the CCNSW Reasonable Notice Guidelines and the rules in the Cemeteries and Crematoria Act 2013. Any decision will be made in writing.

## Additional Information

Further Customer Information and this Policy can be found at the following website address:

Catholic Cemeteries & Crematoria

[www.catholiccemeteries.com.au](http://www.catholiccemeteries.com.au)

# If you remain Dissatisfied

If you remain dissatisfied with CCC's handling of your complaint, you are entitled to pursue an external method of review or management.

You may wish to contact:

NSW Fair Trading  
PO BOX 972 PARRAMATTA NSW 2124  
Phone: (02) 9895 0111

Cemeteries and Crematoria NSW  
Email: [ccnsw.info@cemeteries.nsw.gov.au](mailto:ccnsw.info@cemeteries.nsw.gov.au)  
Phone: (02) 9842 8473

## Disputes relating to Australian Consumer Law

As a customer in Australia, you have certain rights when buying products or services. These rights are protected and managed by the Australian Competition and Consumer Commission (ACCC).

If you'd like to learn more about your consumer rights or if you think a business hasn't followed these laws, you can find helpful information on the ACCC website.

<https://www.accc.gov.au/>

ACCC can be contacted during normal operating hours, Monday to Friday 9 am to 5 pm AEST/AEDT, closed national public holidays.  
Phone: 1300 302 502



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## Contact Us

**Rookwood Catholic Cemetery**  
Barnet Avenue, Rookwood, NSW 2134  
Phone: 1300 114 997  
[enquiries@catholiccemeteries.com.au](mailto:enquiries@catholiccemeteries.com.au)  
[www.catholiccemeteries.com.au](http://www.catholiccemeteries.com.au)

**North Rocks Catholic Cemetery**  
North Rocks Road, North Rocks, NSW 2151  
Phone: 1300 114 997  
[enquiries@catholiccemeteries.com.au](mailto:enquiries@catholiccemeteries.com.au)  
[www.catholiccemeteries.com.au](http://www.catholiccemeteries.com.au)

**Liverpool Cemetery**  
207 Moore St, Liverpool 2170  
Phone: 02 9602 0344  
[info@liverpoolcemetery.com.au](mailto:info@liverpoolcemetery.com.au)  
[www.liverpoolcemetery.com.au](http://www.liverpoolcemetery.com.au)

**Kemps Creek Memorial Park**  
230-260 Western Rd, Kemps Creek, NSW 2178  
Phone: 02 9826 2273  
[admin@kempscreekcemetery.com.au](mailto:admin@kempscreekcemetery.com.au)  
[www.kempscreekmemorialpark.com.au](http://www.kempscreekmemorialpark.com.au)

**Macarthur Memorial Park**  
166-176 St Andrews Rd,  
Varroville NSW 2566  
Phone: 1300 086 689  
Email: [info@mmpark.com.au](mailto:info@mmpark.com.au)  
[www.mmpark.com.au](http://www.mmpark.com.au)

**Head Office**  
Level 2, Murray Rose Avenue  
Sydney Olympic Park, NSW 2127  
[enquiries@catholiccemeteries.com.au](mailto:enquiries@catholiccemeteries.com.au)