

Making a complaint or enquiry to Cemeteries & Crematoria NSW (CCNSW)

What is the role of CCNSW?

CCNSW is a NSW Government agency that regulates cemetery and crematorium operators in NSW and provides information on burial and cremation options to the public. CCNSW aims to ensure that all people in NSW have access to sustainable and affordable burial and cremation services that are respectful of culture and faith and provided in a consistent, transparent and accountable manner. CCNSW also has a role in addressing and resolving complaints concerning cemeteries and crematoria, including Crown land, local government, private, church and community-operated cemeteries and crematoria.

What to do if you have a complaint or enquiry

Firstly, it is recommended that an attempt is made to resolve the issue with the cemetery or crematorium operator directly. If this is unsuccessful, or you are unhappy with the outcome, you can contact CCNSW or NSW Fair Trading, depending on the nature of the issue:

- Contact CCNSW if your complaint relates to the management or maintenance of cemeteries and crematoria, including the purchase of an interment right (a burial site or a location to place ashes) or customer service provided by the cemetery or crematorium operator.
- Contact NSW Fair Trading if your complaint relates to consumer law matters, such as an issue relating to a Funeral Director not providing a service you paid for.

There is a fact sheet available on our website about the difference between a cemetery operator and a funeral director, which may help you to understand where best to direct your complaint. If you remain unsure as to which agency to lodge your complaint with, please contact CCNSW (contact details are below) and we can assist you.

How to lodge a complaint or make an enquiry

CCNSW offers a number of ways to lodge a complaint or make an enquiry. You can:

- Lodge a complaint online at <https://www.cemeteries.nsw.gov.au/complaints-and-enquiries/complaints> by completing the online form,
- Make an enquiry online at <https://www.cemeteries.nsw.gov.au/complaints-and-enquiries/enquiries> by completing the online form,
- Email ccnsw.info@cemeteries.nsw.gov.au; or
- Call us on 02 9842 8473.

If you are using the web page online form or email, please assist us with handling your complaint or enquiry by including a summary of the issue, the name and location of the cemetery or crematorium operator and the action or outcome you are seeking.

Please send all relevant attachments with your complaint or enquiry, for example, photographs and any correspondence you have had with the operator, including attempts made to resolve the issue.

If the problem relates to the services of a funeral director, please contact NSW Fair Trading on 13 32 20 or via their online complaints system at <https://www.fairtrading.nsw.gov.au/help-centre/online-tools/make-a-complaint>.

Contact details

Further information can be obtained from Cemeteries & Crematoria NSW, 4 Parramatta Square, Parramatta, NSW, 2124

Mail address: Locked Bag 5022, Parramatta, NSW 2124

Email: ccnsw.info@cemeteries.nsw.gov.au

Phone: 02 9842 8470