

---

# <Operator Name> Customer Service Charter

---

## *Explanatory text – delete before use*

*The following document is a template Customer Service Charter intended to assist cemetery and crematoria operators to comply with the licence conditions relating to Customer Service (Conditions D).*

*This Charter can be adopted by operators, or adapted, to suit your needs.*

*It is an optional resource, designed as a baseline for all operators to utilise and build upon as appropriate in their specific circumstances.*

*Operators may have their own customer service documentation already in use (e.g. codes of conduct, customer service standards, complaints, and dispute resolution policies). In this case, operators can continue to use their existing documentation as long as it complies with the licence conditions.*

---

As a licenced [cemetery and/or crematorium] operator ('Operator'), and in line with our licence conditions, we recognise the importance of customer service. When carrying out interment services we will endeavour to provide a high standard of customer service at all times, as outlined in this Charter.

---

## Commitment to Customer Service Principles

In providing our services we will take all reasonable steps to ensure that we:

- Respect the personal choices of our customers
- Provide customers and prospective customers with full and accurate information about the products and services that we are able or unable to provide
- Carry out our business with competency and integrity, and
- Maintain high standards of conduct, to enhance the reputation of the industry.

We will ensure that there are systems and processes in place to support these customer service principles. This Charter is a key part of those systems and processes.

We will ensure there is no discrimination against customers, visitors, invitees, or the public on any of the grounds referred to in the *Anti-Discrimination Act 1977*.

---

## [For Category 1 Operators only] Employee training and procedures

We will ensure that our employees and other persons engaged by us are, as far as reasonably practicable:

---

- Trained in the Customer Service Principles
- Trained on how to familiarise themselves with cultural and religious requirements and act in a manner respectful of culture and faith
- Hold any requisite qualifications, licences or accreditation for activities that they are expected to conduct, and
- Inform customers of, and use, the correct systems and processes for customer service (such as the complaints and the dispute resolution process).

We ensure our employees and other persons engaged by us are aware of our disciplinary procedures and undertake appropriate disciplinary action where there has been a breach of the Customer Service Principles. Any action taken is at our discretion.

---

## Provision of information to consumers

In relation to disclosure of information, we will have practices in place to ensure that:

- Where necessary, reasonable efforts will be made to assist customers who do not speak English or have specific communication needs
- We will not refer you to any ancillary / outside provider without disclosing any financial or other relationship we may have with that provider
- We take a responsible approach to selling, by making reasonable efforts to ensure customers fully understand the inclusions and exclusions in any service, plan, or package they purchase by providing information in a standardised format
- Where inappropriate or out-of-date information has been provided, we will rectify such errors to ensure that correct information is provided to the customer or prospective customer
- We make sure our customers are aware of their consumer rights under applicable laws of NSW and/or the Commonwealth
- We maintain the privacy and confidentiality of personal information under applicable legislation.

---

## Dealing with complaints and disputes

When resolving any disputes with our customers we will:

- Deal with disputes and complaints in a respectful and compassionate way
- Do our best to acknowledge a complaint in writing within 7 days, and respond in writing within 30 days

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

For all complaints we receive, we will ensure these are captured in a register and maintain relevant records for 7 years from the date the complaint was made.

---

## How we demonstrate this commitment

To ensure that we are meeting these customer service standards, as required by our licence, we will provide Cemeteries & Crematoria NSW, our regulator, with copies of documentation related to customer service activities on request, including:

- Copies of customer service policies and/or processes or other relevant documentation;
- Any information relevant to complaints, including the annual summary of records of complaints received; and
- Keeping appropriate records as required by law and to support our business and customers.

### How to contact us:

For all enquiries, feedback or to share your experience please:

[insert relevant operator details here]

Call: <phone>

E-mail: <e-mail address>

Mail: <postal address>