

Greendale Garden Cemetery Feedback and Complaints

At Greendale Garden Cemetery, we place great value on feedback as it provides us with opportunities to enhance our products, services, and overall responses. Whether you're sharing concerns or celebrating positive experiences, your feedback helps us ensure that we meet the needs of our community with excellence.

Our Feedback Process

We are dedicated to handling complaints and compliments effectively, guided by the following principles:

Respectful Engagement - We will treat all feedback with courtesy, respect, and sensitivity.

Accessible Feedback - We strive to make it easy for you to share your thoughts, whether positive or negative.

Fair and Unbiased - Complaints are handled in an equitable, objective, and impartial manner.

Confidentiality - We protect your personal information according to privacy laws and handle all complaints confidentially.

Transparency - We keep you informed about the progress and status of your complaint and work to offer a remedy appropriate to the issue.

Timely Responses - We commit to responding within established timeframes to ensure prompt resolutions.

Continuous Improvement - We use feedback as a tool for ongoing improvement in our services and processes.

How to Lodge a Complaint or Compliment

You can share your feedback, whether a complaint or a compliment, either verbally or in writing. In cases where verbal complaints are complex or unclear, we may ask for a written submission to ensure thorough investigation.

You can reach out to our Administration team through any of the following methods:

Email: info@greendalegarden.com.au

Phone: 1300 998 234

Anonymous Feedback

We accept anonymous complaints and will investigate the issues raised when sufficient information is provided. Although we cannot respond directly to anonymous feedback, it helps us improve our services.

Our Complaints Management Process

- All incoming feedback is evaluated to determine whether it's a complaint or a service request. Service requests, such as grave maintenance, are directed to the appropriate department, while complaints are allocated for investigation.
- We will acknowledge receipt of your complaint within five (5) business days.
- We aim to resolve straightforward issues quickly, if possible within 48 hours. For more complex cases, an investigation will be initiated, and a written response will be provided within 30 business days.
- If you are unsatisfied with the resolution, you can request an internal review by contacting the individual handling your case.
- If you remain dissatisfied, you may pursue an external review through relevant regulatory bodies, such as NSW Fair Trading or Cemeteries & Crematoria NSW.