

GRIEVANCE **RESOLUTION** **PROCEDURE**



The Australasian Cemeteries and Crematoria Association (ACCA) is committed to facilitating a satisfactory resolution to consumer concerns or dissatisfaction with the services provided by ACCA Members, as set out in our Policies.

Goals of the policy

We value complaints as they assist us to improve our products, services and customer service.

This policy has been designed to assist the client, the entity and its staff. ACCA is committed to consistent, fair and confidential complaint handling and to resolving complaints as quickly as possible. We aim to make it easy for people to make a complaint if they are dissatisfied and we will treat all clients making a complaint equally.

We will display our complaint handling policy on the website so that a member of the public (client) has ease of access to follow procedures.

Definition of a complaint

Complaints are defined as any expression of dissatisfaction or grievance made to ACCA by a client or clients in relation to the business operations of an ACCA member.

Preliminary

Determine if discussion and negotiation has taken place with the entity involved. If not, strongly encourage immediate contact.

Recording complaints

All complaints made, verbal or written, will be recorded in a Complaints Log Book at the ACCA Secretariat at the time the complaint is made, or as soon as possible afterwards. The complaint should be recorded by the staff member who took the details.

After initial verbal contact, the complaint MUST be submitted to the Executive Officer in writing, detailing all factual events and will include date/s, name and contact details of client, complainant (if different) and of course the member (entity) details and names of staff and witnesses if applicable.

Details of all communication with the client and any actions to resolve the complaint by the member should also be included.

Recorded complaints will also be monitored for any ongoing trends by management and efforts made to resolve any ongoing issues.

Customers' personal details or details of their complaint will not be divulged to outside parties unless we have their written consent.

Note: for the purposes of defining a written complaint and response, this includes email correspondence.

Responding to complaints

All people making a complaint will be treated with courtesy. Where possible, complaints will be resolved by referring them to the member for conciliation.

If the complaint can't be resolved through initial conciliation, the client will be given a timeframe, a contact person and details of the member's complaint handling process. Where possible, the staff member taking the complaint details will be the contact person.

ACCA will not participate in a complaints procedure if the matter involves legal representation or is before a court or tribunal, notification of which is the responsibility of the client.

Informing customers of progress

We strive to resolve all complaints within one calendar month of receipt of written details. This will be formally and promptly acknowledged in writing.

Clients will be informed of the progress of their complaint regularly, especially if there are any delays or changes to what has been agreed.

Clients will be informed of any changes to the member products or services as a result of their complaint.

Where appropriate, clients who have had a complaint resolved will be contacted at a later date to see if they are happy with how their complaint was handled.

If there is no resolution to this point, the matter will be referred to the Board for further action.

Escalation of complaints

If ACCA or the member entity cannot resolve the complaint to the customer's satisfaction, we will inform them about where they can take further action (e.g., Office of Consumer and Business Affairs, Equal Opportunity Commission).

Review of complaint handling policy and procedures

ACCA is committed to continuous improvement and this policy will be reviewed regularly (at least annually) for effectiveness and updated as appropriate.

This Grievance Resolution Procedure is supported by the Board of ACCA.

Signed by

KEN J MANDERS
Executive Officer -
On behalf of the
BOARD OF DIRECTORS
16 August 2010

For more information on the ACCA Complaints Policy please contact the
Secretariat Office on (03) 9863 6914.