



REMEMBRANCE PARKS
CENTRAL VICTORIA

CUSTOMER SERVICE CHARTER

Important information for you to keep

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1. PURPOSE

Welcome to Remembrance Parks Central Victoria (RPCV), we thank you for taking the time to read our Customer Service Charter and we hope it provides you with the information you require. This charter confirms our commitment to providing relevant and responsive service, a commitment to excellence and ensuring our parks and facilities are accessible and safe for all to use. Above all our commitment is to maximise the customer experience you receive when dealing with RPCV.

This charter specifies the RPCV's customer service commitment and the principles relating to the products and services it provides.

We understand that speaking with us to arrange a funeral, burial or memorialisation for yourself or a loved one may be difficult. Our job is to work with you at this sensitive time and make sure you are supported and provided with every possible assistance to alleviate any additional and undue stress that may be involved.

We also appreciate that the cemetery environment may be unfamiliar to many visitors to our sites and this can make an already difficult situation even more challenging. RPCV aims to provide you with accessible and relevant information to help you to make the right decisions and to ensure your experience is as smooth as possible.

RPCV is one of Victoria's five Class A Cemetery Trusts. The Trust is a government owned enterprise under the provisions of the *Cemeteries and Crematoria Act 2003* (Vic) and whilst it is responsible to ensure compliance with the legislative framework it appreciates the changing community environment within which we operate, remains community centred and will try and achieve whatever you need within this regulatory framework.

We are a values based organisation that is acting as the custodian of community assets and as such remain committed to the importance of compassionate, reliable and consistent information and services. This charter explains our services and what we expect from you, our customers, in return.

2. GENERAL PRINCIPLES

2.1 *Honestly and Integrity*

- (a) We treat you with respect and be courteous at all times
- (b) We will be honest and transparent in all dealings with you; and
- (c) We will be consistent and impartial in administering our statutory and regulatory functions.

2.2 *Professionalism*

- (a) We will always be polite, listen to your enquiry and respond in a professional and courteous manner
- (b) We will endeavour to rectify any issues that arise in a prompt and professional manner
- (c) We will provide you with straightforward information and seek to do all things reasonably possible to find a solution to your request; and
- (d) We are inclusive and respect diversity and will work with you to address any religious or cultural beliefs and requirements.

2.3 *Privacy*

We respect our customers' privacy and treat personal information in accordance with the *Privacy and Data Protection Act 2014* (Vic) and the *Health Records Act 2001* (Vic) as well as other laws which impose specific obligations in regard to the handling of information.

We comply with our obligations under the *Freedom of Information Act 1982* (Vic) and you have the right to submit an application for access to information in accordance with this Act.

3. OUR MISSION

Working with our communities we will

- Deliver quality and caring service with compassion
- Maintain and beautify our sites to meet community expectations and our long-term vision of creating community parklands; and
- Create and maintain enduring and accessible places of remembrance into perpetuity.

4. OUR VALUES

Board members, staff and volunteers of RPCV carry the responsibility of upholding our values of:

- Compassion
- Community; and
- Integrity

In addition we respect and comply with the values of the Victorian Government:

- Responsiveness
- Integrity
- Impartiality
- Accountability
- Respect
- Leadership; and
- Human Rights

5. OUR CUSTOMERS

Our Remembrance Parks play a vital role serving our diverse communities and are pivotal in ensuring the cultural and heritage value of the communities are not lost. They are open museums full of stories and history that needs to be respected and available for future generations. As such we work with:

- Members of the community who are pre-planning funeral arrangements and pre-arranging cemetery and crematoria services and memorialisation.
- Members of the public, including mourners, attending services or visiting memorials in the cemetery grounds.
- People involved in providing funeral and related services to the community, including funeral directors, stonemasons, celebrants, the clergy and community organisations.
- People who are interested in the historic significance and other unique aspects of our Remembrance Parks and the funeral cemetery industry in general.
- Cultural and religious groups and community organisations that are directly or indirectly involved in end-of-life ceremony services.

6. CUSTOMER FEEDBACK

We value and actively seek the opinion and feedback of customers, regular and occasional visitors and other stakeholders to ensure we are constantly evaluating, benchmarking and improving our services and systems for everyone. We listen to the views of our customers and act on feedback through our continuous improvement processes.

We endeavour to provide a range of options and media to make it easy for our customers and the community to provide feedback about our products, services and your experience. Customers can share their experience and feedback via whatever means suits their particular needs. RPCV accepts feedback via letter, email, phone, social media (RPCV Facebook page), in person at any of our service centres or through our structured customer survey program.

Customers can also provide feedback using one of our customer satisfaction surveys (available online or at our administration counter), through their own words/correspondence or by participating in our consumer surveys and other market research activities which we conduct from time to time.

7. THE RPCV PROMISE

What you can expect from RPCV

- An inclusive and values based organisation that respects and nurtures diversity.
- Relevant and contemporary funeral, burial, cremation and memorialisation services which meet your needs and the needs of our diverse communities.
- Compassionate, courteous and professional service.
- All customers and members of the community are served with dignity and respect at all times.
- Well maintained and safe facilities and grounds.
- Responsive, timely and relevant information about our products and services.
- Telephone calls are answered promptly during office hours. RPCV strives to return calls within one (1) business day.
- All written and electronic enquiries are acknowledged within two (2) business days and we will provide a formal response to your enquiry within ten (10) business days.
- A fair, consistent approach to feedback and complaints.
- Compliance with the *Cemeteries and Crematoria Act 2003* and other relevant legislation and regulations, including privacy, data protection, freedom of information and occupational health and safety.
- A commitment to transparency, good governance and honouring these promises.

As a customer of RPCV, you are entitled to expect and receive high-quality information and services. It is important that you know what to expect from RPCV and what we expect from you as a visitor and customer.

8. WHAT WE EXPECT FROM YOU

- To always treat other visitors, our staff, volunteers, contractors and facilities with dignity and respect.
- Provide constructive feedback respecting the finite resources available to RPCV and the breadth of its responsibilities across multiple sites
- Provide timely and accurate information
- Honesty and mutual respect in all dealings
- Preferably selecting a single point of contact within a family and/or interest group to act as the conduit for information and decision making to/from RPCV and its customers/clients
- Access information and ask questions if you do not understand the information received
- Ensure we have your current contact details so we can make contact with you if you are an applicant
- Respect decisions taken by RPCV and the need for compliance with the legislative framework and RPCV policies and standards
- Comply with any RPCV direction, policies and standards
- Do not intrude and/or interfere with other person's affairs, sites or memorials
- Report any issues, complaints and/or observations to RPCV in a timely manner

9. CONTACT US DIRECTLY

We welcome your feedback and encourage you to contact our customer experience team directly:

9.1 *In Person*

Main Administration Office
5 Victoria Street, Eaglehawk 3556 VIC
9.00am – 5.00pm Monday – Friday
(closed on Public Holidays)

9.2 *By Phone*

Telephone number: 1300 266 561

9.3 *By Email*

Email address: customer.experience@rpcv.com.au

9.4 *In Writing*

You can write to us at:
Customer Experience Team
Remembrance Parks Central Victoria
PO Box 268
EAGLEHAWK VIC 3556

9.5 *Via Social Media*



www.facebook.com/remembranceparks



www.twitter.com/RPCVCemeteries

10. COMPLAINTS

A complaint may be lodged as an expression of dissatisfaction, made to RPCV in relation to its products and services, where a response or resolution is expected.

To make an official complaint, please write to the Manager Customer Experience and ensure the following details are included:

- (a) **Your full name, address, email address (if available) and telephone number**
- (b) **Sufficient details for the complaint to be actioned**

All complaints will be treated seriously. If the complaint is found to be malicious, anonymous (i.e. without the contact details outlined above) or is a repeated complaint to which a response has previously been given, RPCV reserves the right to take no further action. The customer will be informed of this decision in writing by the Manager Customer Experience.

Having regard for the breadth of RPCV's sites, accurate information with respect to the location within a site, preferably with the specific grave and/or memorial location and name, will ensure all complaints can be addressed expeditiously.

It should be noted that no changes to graves or memorials can occur, regardless of complaint type, without the express authority of the holder of the right. Moreover, insurance claims for damage to memorials can also only be submitted by the legal holder of the right and not an unrelated party.

(c) Issues Resolution

The following steps form the basis of this issue resolution process:

Step 1

The matter will be the subject of formal review upon written application by the customer, within 7 days of being informed of the original decision, by the initial decision maker. Such review will be undertaken within 7 working days upon receipt of the written request of the customer. The customer will be provided with a written response including the considerations and rationale of the decision in writing within 14 working days from the date upon which the request for review was received.

Step 2

If unresolved at step 1, the customer has the option to escalate the matter for review and/or resolution to the Chief Executive Officer (CEO), within 7 days of receipt of the determination by the original decision maker in accordance with step 1 of this process. Such review will be undertaken within 7 days upon receipt of the written request of the client. The client will be provided with a written response including the considerations and rationale of the decision in writing within 14 days from the date upon which the request for review was received.

Step 3

If the issue remains unresolved as a consequence of the CEO's determination and the client still feels aggrieved, they have an opportunity to escalate the matter for consideration of the Board in writing and within 7 days of the CEO's determination. In such circumstances, the Board will request any available information and written rationale of the decision under review from the CEO. The matter will then be considered by the Board (or the Board's delegates) at the next scheduled Board meeting at which time the outcomes of the matter will be formally recorded within the Board minutes and a written response provided to the client within 7 working days.

(d) Recording

All complaints are recorded on RPCV's cemetery management system and where associated directly with a particular grave or memorial will also be attached to that sites record.

(e) Escalation

Should you not be satisfied with the response provided by the person that responds to your complaint then you are entitled to escalate it for review to the next senior person. In such circumstances the nature and content of the complaint can not be changed in order to seek a review. Reviews will only be undertaken on the facts of the initial complaint, otherwise the matter will be treated as an initial complaint and process restarted. If you remain dissatisfied and sufficient justification exists and can be quantified (i.e. beyond simply not being happy) as a result of any response by the CEO, then you may consider addressing your complaint to the Board Chair. However, the Chair will assess the matter and if it does not warrant board attention and is within the CEO's delegated authority then the matter will be referred to the CEO for review and response. It should be noted the Chair does not hold executive decision making capability on behalf of the Board and as such the time taken to respond to these matters will be prolonged as they require a meeting of the Board, unless extraordinary circumstances exist whereby the Chair may convene a special meeting of the Board to address the issue.

11. SAFETY IS OUR HIGHEST PRIORITY

From time to time, planned and/or essential infrastructure and maintenance works may disrupt our services and access to a Remembrance Park. To minimise any impact on your experience, we will endeavour to keep you informed via onsite signage and advice on social media or our website.

This means that on some occasions we will need to make decisions to ensure the safety and security of our customers and visitors to our sites and at times this may impact on our ability to meet your expectations. We will take steps to keep you informed when this happens.

Should you become aware of any safety risk please notify our service centre immediately and this matter will be addressed as a priority.

12. FURTHER INFORMATION

RPCV has a range of information resources for customers and the wider community. These resources provide helpful and relevant information on a range of topics that aim to enhance your RPCV experience. Access to this information is via our website or from a member of our Customer Experience Team. Information sheets are available on a broad range of topics including:

- Publications and policies
- Fee schedule
- Our Strategic Plan
- Annual Reports