



FEEDBACK

Remembrance Parks Central Victoria is dedicated to continuous improvement and your feedback helps us enhance our services to families and the community. Please take a few minutes to provide us your feedback based on your experience with us.

1. Which of our sites looked after the final care of your loved one? _____

2. When making enquiries over the phone, I found RPCV staff to be knowledgeable, courteous and responsive. *(Please circle the best response)*

Neither agree nor disagree Strongly disagree Disagree Agree Strongly agree

3. RPCV staff resolved my telephone enquiry without the need for follow-up.

Neither agree nor disagree YES NO WHY? _____

4. When making enquiries in person at the front counter, the staff were both professional and understanding.

Neither agree nor disagree Strongly disagree Disagree Agree Strongly agree

5. The staff assisting with the interment at the graveside were courteous and well presented.

Neither agree nor disagree Strongly disagree Disagree Agree Strongly agree

6. The on-site chapels/functions centre staff were helpful, and the facilities were well maintained.

Neither agree nor disagree Strongly disagree Disagree Agree Strongly agree

7. The on-site food and beverage service was of high quality and good value for money.

Neither agree nor disagree Strongly disagree Disagree Agree Strongly agree

8. The remembrance park's amenities (including bathroom facilities) were clean, accessible and well maintained.

Neither agree nor disagree Strongly disagree Disagree Agree Strongly agree

9. I found the cemetery grounds and gardens to be well maintained, safe and peaceful.

Neither agree nor disagree Strongly disagree Disagree Agree Strongly agree

10. Overall, the RPCV staff helped make the whole process run as smoothly as possible.

Neither agree nor disagree Strongly disagree Disagree Agree Strongly agree

FURTHER COMMENTS
