

## **COMPLAINT RESOLUTION**

As required by the Funeral Act 2006 (Vic), Whitehaven Funerals has a complaints handling procedure. Whilst it is hoped that any concerns can be addressed by the Funeral Planner assisting you with the funeral arrangements, if this is not possible, the following procedures should be followed.

### **HOW TO MAKE A COMPLAINT**

If you have any concerns with the level of service and care we have provided, you may convey them to our Managing Director via any of the following means:

#### **IN PERSON**

By appointment at a mutually convenient time and place.

#### **BY TELEPHONE**

By phoning (03) 9859 1113 during normal business hours.

#### **IN WRITING**

By outlining your concerns in a letter, email or fax. To ensure a prompt response, please include your contact details.

### **CONTACT DETAILS**

Managing Director  
Joannides Funerals  
1 Bulleen Road, North Balwyn 3104  
Phone: (03) 985 91113  
Email: [care@joannidesfunerals.com.au](mailto:care@joannidesfunerals.com.au)

### **ACKNOWLEDGEMENT & INVESTIGATION**

Your complaint will be promptly acknowledged in writing and/or by telephone.

We will generally need some time to investigate the complaint. The amount of time needed will depend on the number and the availability of people involved, and the complexity, seriousness and/or urgency of the complaint. We may need to communicate with you during the investigation process to clarify aspects of the complaint.

### **RESPONSE & COMMUNICATION**

We will provide you with a response to the complaint as soon as possible after completing an appropriate investigation. Whilst we will generally respond to you in writing, sometimes a verbal response is more practical and/or appropriate.

### **RESOLUTION**

If you are satisfied with our response, we will confirm and carry out the understanding reached. However, if following further communication, we are unable to reach a resolution, you are encouraged to refer your complaint to Consumer Affairs Victoria on 1300 558 181 or visit [consumer.vic.gov.au](http://consumer.vic.gov.au).

**Joannides Funerals**

ABN 21 653 441 953

1 Bulleen Road, Balwyn North 3104

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