

# Complaints Procedure

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NFDA members strive to exceed family expectations in all aspects of funeral service. Unfortunately, families may not be completely satisfied with the service provided. All NFDA members are signatories to the Members Code of Practice which includes the NFDA Customer Complaint Procedure.

Should you wish to make a complaint about a member of the NFDA, below are the steps involved under the NFDA Complaints Procedure.

Before making a complaint to the NFDA, we encourage you to take your complaint directly to your funeral director. Many times these complaints can be resolved in a direct and amicable manner without third party mediation.

The NFDA Board will not assist with the any complaints if the client family has engaged legal representation or if the matter is already before the courts.

The NFDA, along with its members, place client satisfaction above all else. If however your complaint is not resolved to your complete satisfaction, nothing in this procedure shall preclude you from taking further action through an independent external dispute resolution service, a government department or through legal action in the civil courts.

## **CUSTOMER COMPLAINT PROCEDURE**

The Complaint must be made in Writing and include the name and address of the Complainant. It must also be dated.

- 1 It must specify the particular issue/s of concern and include the relevant funeral details and date of the service.
- 2 It must specify what the client family would like to occur as a result of the complaint.
- 3 It may only be accepted if the complaint is signed by the person who signed the authority (The Client) engaging the Funeral Company.
- 4 Complaints from those other than the Informant may be considered by the Board at the Board's discretion based on the seriousness of the complaint.

Complaints under the Code of Practice must be addressed to:

The Director  
National Funeral Directors Association of Australia Ltd  
PO Box 4  
Clifton Hill VIC 3754

Receipt of your complaint will be acknowledged within a maximum of 30 days of receiving the complaint.

The complaint will be considered by the Board of the National Funeral Directors Association Ltd. The board will make all necessary investigations which will include seeking a response and/or submission from the signatory against whom the complaint is made.

Following consideration and adjudication of any complaint, the Secretary will notify both the Complainant and the Member of the Board's findings.