

Customer Service Charter

Our service commitment

This Customer Service Charter guides our partnership with you. We value you as a customer and have introduced this Charter as an expression of our commitment to delivering great services and increasing customer satisfaction through better community engagement. We are committed to:

- Providing prompt, courteous and efficient service
- Treating you with respect
- Offering systems and processes that are user friendly
- Actively seeking your feedback to ensure our services meet your needs

Our service standards

- We are committed to providing high quality caring and sensitive services that cater for the needs of the community, in a dignified manner, respectful of all wishes and beliefs
- If you have a question, or a complaint that requires a response, we will respond in a timely manner and strive at all times to meet your needs

What you can expect from us

- We will act with honesty and integrity
- We will treat you with respect and welcome your feedback on our service
- We will listen carefully to what you have to say to ensure we can determine the most appropriate way to assist you
- We will treat your personal information with confidentiality and respect your privacy
- We will provide you with clear, accurate and timely information
- We will actively invite feedback and conduct regular customer satisfaction surveys
- If we make a mistake we will rectify it in a manner that is timely and in the best interest of the customer

We ask that you:

- Treat our staff with courtesy and respect at all times
- Be aware that our staff have obligations and processes they must follow
- Provide clear and accurate information in your dealings with us
- Respect the rights of other customers
- Work with us to solve problems
- Help us to recognise our people by telling us when you have received excellent service
- Tell us when we fall short in our service to you so that we know how to improve
- Let us know if you have special needs or need extra help in understanding or accessing our services
- Let us know if you need an interpreter to use our services

Making a complaint or giving feedback

- If we fall short in our service, we encourage you to bring your concern to us directly so that the matter can be attended to, and resolved where possible. We will keep you informed of progress of decisions and outcomes relating to your complaint
- If we have done a great job and you would like to tell us about your experience or if you want to compliment a staff member for excellent service we would also like to hear from you
- If there is something we should know about how to improve our service or you have some information about our premises you think we should know we want you to tell us
- Feedback and complaints can be lodged through any of our contact method below

You can complain in writing by addressing your correspondence to:
Chief Executive Officer, Canberra Cemeteries

If you are not satisfied with the way your feedback or complaint was managed by Canberra Cemeteries you may also contact:
Director, Governance and Operations, Transport Canberra and City Services Directorate, GPO Box 158, Canberra ACT 2601 or
The ACT Ombudsman on 1300 362 072 or online via webpage www.ombudsman.act.gov.au

Feedback, requests for service and complaints are managed in accordance with the *Privacy Act 1988 (Cwth)*.

Reports of wrong-doing by ACT public officials such as dishonesty, or misuse of information or funds are covered by the *Public Interest Disclosure Act 2012*.

Contacting us

You may contact us in a variety of ways. These include:

- ☎ (02) 6204 0200 or visiting our office at Gungahlin Cemetery 8:30am to 4:30 pm Monday to Friday
- Email cemeteries@act.gov.au | Online via webpage www.canberracemeteries.com.au
- ✉ PO Box 37 Mitchell ACT 2911
- Access Canberra 13 22 81 or on via webpage www.accesscanberra.act.gov.au
 - If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service (NRS):
 - TTY (teletypewriter) users phone 13 36 77 then ask for 13 22 81
 - Speak and Listen users phone 1300 555 727 then ask for 13 22 81
 - Internet relay users connect to the NRS then ask for 13 22 81
 - If you require a translator or interpreter, contact us through the Translating and Interpreter Service (TIS) on 13 14 50.