

## NWF Dispute Resolution Policy

**Introduction:** This Dispute Resolution Policy is designed to ensure North West Funerals (**NWF**) addresses and resolves disputes fairly, efficiently, and effectively, in compliance with Condition D4 of the CCNSW Customer Service License Conditions.

**Scope:** This policy applies to all disputes arising between NWF and its clients or between clients and any services provided by NWF. Wherever possible the first step is a discussion to go through any issues to find a resolution before any issues become a formal complaint or dispute. If an amicable resolution can be achieved through open and honest discussion during the initial contact this is the best outcome for all concerned.

### Steps for Dispute Resolution

#### 1. Identification and Acknowledgment

- **Process:** On receipt of a formal dispute or complaint via email, phone, in person, or in writing NWF will collect all information to ensure the dispute is clear and understood.
- **Action:** NWF will acknowledge receipt of the dispute notification within 7 days. The formal response will be via the preferred method identified by the person or people making the complaint. The response options can be via email or traditional mail.

#### 2. Recording

- **Process:** All disputes will be recorded in the Dispute Register, including the date received, the nature of the dispute, and the parties involved. [Complaint Register](#)
- **Action:** This register helps track the progress and ensures transparency throughout the resolution process.

#### 3. Investigation

- **Process:** NWF will conduct a thorough investigation of the dispute. This may involve gathering additional information from the involved parties or consulting with relevant external parties. Where possible images will be collected along with a detailed report of interactions between both parties. After the investigation process, possible resolutions shall be documented to provide the team investigating with a path to resolve the issue.
- **Action:** The aim is to understand all aspects of the dispute fully.

#### 4. Resolution Attempt

- **Process:** Based on the investigation, NWF will attempt to resolve the dispute internally, seeking a fair and reasonable outcome for all parties involved. This will include a formal response to the dispute with a proposed resolution.
- **Action:** A proposed resolution will be communicated to the involved parties within 30 days of the dispute acknowledgment.

## 5. Mediation

- Process: If the initial resolution attempt is unsuccessful, NWF may suggest mediation, where an independent third party assists in reaching a mutually acceptable agreement.
- Action: Both parties must agree to mediation, and the costs will be shared or covered as agreed upon beforehand.

## 6. Final Determination

- Process: Should mediation not resolve the dispute, NWF will make a final determination based on the information available.
- Action: This determination will be communicated in writing to all parties involved, outlining the reasons for the decision and any actions to be taken.

## 7. External Review

- Process: If a party is unsatisfied with the final determination, they have the right to seek an external review from Cemeteries & Crematoria NSW (CCNSW) as an independent body that oversees the regulation of cemeteries and crematoriums in NSW.  
<https://www.cemeteries.nsw.gov.au/>
- Action: NWF will provide information on how to access these external review mechanisms.

## Documentation and Review

- All disputes and their resolutions will be documented and stored securely for a minimum of 7 years.
- This policy and its effectiveness will be reviewed as part of the NWF review process to ensure compliance with current regulations and best practices.

## Contact Information

For initiating a dispute or seeking clarification on this policy, please contact: Jamie Simmons – General Manager of Mildura Funeral Servies Pty Ltd incorporating EO James Funerals and North West Funerals.

- Email: [gm@nwfunerals.com](mailto:gm@nwfunerals.com)

- Phone: 03 5023 1234

Hours Monday – Friday 9.00am to 5.00pm

- Address: 596-610 Deakin Avenue Mildura ... or PO Box 380 SM, South Mildura VIC 3501