

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:

- Email: gm@nwfunerals.com
- Phone: 03 5023 1234
- Address: PO Box 380 SM, South Mildura VIC 3501