



TJ SCOTT & SON
FUNERAL DIRECTORS

Making a Complaint Procedure

As required by the Funerals Act 2006 (Vic), T.J. SCOTT & SON PTY LTD has a complaints handling procedure. Whilst it is hoped that any concerns can be addressed by the Consultant 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 Kelly Scott, General Manager via any of the following means:

- In person: By appointment at a mutually convenient time and place
- By telephone: By calling (03) 5426455 during normal business hours
- In writing: By outlining your concerns in a letter (by post or email)
(To ensure a prompt response, please include your contact details)

Contact details: Kelly Scott
General Manager
T.J. Scott & Son Pty Ltd
Funeral Directors
5 Piper Street, Kyneton Victoria 3444
Phone 03 54226455
Email: kelly@tjscottandson.com

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 availability of the 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 and 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 the Chief Executive Officer of the Australian Funeral Directors Association on (03) 9859 9966.

Client Feedback

T. J. Scott & Son will periodically review complaints to establish if there are any trends, or obvious issues that can be addressed to improve customer service.

Kelly Scott
General Manager
(November 2018)

info@tjscottandson.com.au

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