



Lester & Son

Funeral Directors

A tradition of personal, professional care since 1907

ABN 28 143 939 861 ACN 001 662 844
Incorporating John Birnie & Son, JS Adams & Sons,
Culcairn Funeral Service & Riddingtons Funerals

Lester & Son Complaints Handling Procedure

Lester & Son Funerals has a complaints handling procedure as required by the Funerals Act 2006 (Vic). 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 the Managing Director, Andrew Harbick via any of the following means:

- In person: By appointment at a mutually convenient time and place
- By telephone: By calling 02 6056 1700 during normal business hours
- In writing: By outlining your concerns in a letter, email or fax
(To ensure a prompt response, please include your contact details.)

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 timely, 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

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

Andrew Harbick
Managing Director

1 February 2015