

## Complaint resolution

*If you have an issue or complaint with a cemetery or crematoria operator or funeral director, contact them directly in the first instance, preferably in writing.*

All operators and funeral directors should have a publicly available complaints procedure. This usually requires them to investigate the issue in the first instance and attempt to resolve the matter.

Remember to keep notes about who you speak to and keep all your documents and receipts.

Regardless of the outcome of the investigation, you should receive a written response addressing your concerns. If this response fails to resolve the issue, you might be able to make a complaint to Cemeteries & Crematoria NSW, Australian Funeral Directors Association (AFDA) or NSW Fair Trading—depending on the issue.

### Cemeteries & Crematoria NSW

Cemeteries & Crematoria NSW can investigate unresolved complaints about cemetery and crematoria operators.

Your complaint should:

- include your contact details (including name and an address to receive correspondence, such as a postal or email address)
- identify the cemetery or crematoria operator
- provide a short summary of the issue, including any actions taken to resolve the matter
- indicate what outcome you expect
- include any relevant attachments (for example copies of correspondence between you and the cemetery or crematoria operator).

Send your complaint via email or post:

**Email:** [ccnsw.info@cemeteries.nsw.gov.au](mailto:ccnsw.info@cemeteries.nsw.gov.au)

**Post:** Complaints, Cemeteries & Crematoria NSW,  
Locked Bag 5123, Parramatta NSW 2124

### Australian Funeral Directors Association

AFDA can investigate complaints about funeral directors who are members of the association.

The AFDA complaints procedure is available at: [afda.org.au/about-us/complaints](http://afda.org.au/about-us/complaints)

You can also contact AFDA's National Office on: 03 9859 9966.

### NSW Fair Trading

NSW Fair Trading deals with complaints under the Australian Consumer Law. This requires businesses to provide:

- goods that work and are of acceptable quality
- services with acceptable care and skills or technical knowledge and taking all necessary steps to avoid loss or damage.

More information about the Australian Consumer Law is available at: [fairtrading.nsw.gov.au](http://fairtrading.nsw.gov.au)

Contact NSW Fair Trading if your complaint is about a funeral director that is not a member of AFDA.

NSW Fair Trading has an online complaint form at: [fairtrading.nsw.gov.au](http://fairtrading.nsw.gov.au)

You can also contact NSW Fair Trading on: 13 32 20.