

# **Make a Complaint**

## **By telephone:**

Phone 7 days a week between 10am – 7pm on (03) 9769 1091

Ask to speak to the Managing Director regarding a Complaint. If unavailable, you may leave a return phone number which we will endeavour to call the same day

## **In writing to our Postal Address:**

Managing Director  
Syd Peek & Daughter Funerals  
435 Dorset Road  
Croydon Vic 3136

Once your details have been verified, we will be happy to provide an email address should communications be ongoing.

It will be necessary to use the subject heading with your name & the word Complaint as a safe reference for the email to be opened.

## **Responding to your Complaint:**

Our Managing Director will provide a verbal response as soon as we have investigated your complaint. Sometimes we may need to include other parties and this may take a few days. Upon speaking with you, we will also put our response in writing if required.

## **Taking Action:**

Everyone at Syd Peek & Daughter will co-operate to try and reach a desired outcome. Mostly, communicating a problem can result in us being able to rectify it promptly, or explain how we were able to deal with it. If your complaint identifies a problem in the way we are doing things, we will take steps to improve or change our policies or procedures.

## **An unresolved Complaint:**

If we have been unsuccessful resolving your complaint, you can escalate the matter to Consumer Affairs Victoria. Consumer Affairs Victoria can deal with enquiries and complaints about Funeral Providers. They can be contacted on 1300 55 8181 Monday – Friday 9am to 5pm (excluding public holidays), or visit [www.consumer.vic.gov.au](http://www.consumer.vic.gov.au)