

THANK YOU

Thank you for taking the time to read our Customer Service Charter. We hope you understand our commitment to providing relevant, responsive and sensitive information, services and facilities that meet your expectations, and to ensuring our parks and facilities are safe for all.

CONTACT US

We encourage you to share your feedback, compliments and complaints about your GMCT experience. **You are welcome to contact our customer care team directly:** 1300 022 298 or enquiries@gmct.com.au

Or write to us:

The Manager
Customer care team
The Greater Metropolitan Cemeteries Trust (GMCT)
PO Box 42 Fawkner VIC 3060

FURTHER INFORMATION AVAILABLE

GMCT has a range of information resources for customers, visitors and the wider community. These resources provide helpful and relevant information on a range of topics that aim to enhance your GMCT experience and are available on our website or from a member of our customer care team:

- **privacy and data protection policy**
- **Your GMCT – a range of information fact sheets on a broad range of topics**
- **complaints handling policy**
- **community engagement manual**
- **strategic plan**



ACCESSIBILITY AND EQUITY

At The Greater Metropolitan Cemeteries Trust, we recognise and respect the rights of all our customers, visitors and other stakeholders. We are committed to providing equity of access for all members of the wider community.

Our chapels and facilities are wheelchair accessible. Please contact our customer care team if you require assistance.



This charter is available in audio format and in print in a number of other languages on our website: www.gmct.com.au

If you have a hearing or speech impairment, contact us through the National Relay Service:

TTY Users 133 677

Speak and Listen Users 1300 555 727

Internet Relay Users connect to www.relayservice.gov.au

Video Relay Users choose the available NRS video relay contact on Skype

SMS Relay Users 0423 677 767



Interpreting Service 03 9280 0757

عربي	Hrvatski	Malti
Bosanski	Ελληνικά	Polski
မြန်မာ	Italiano	Türkçe
普通话	Македонски	Tiếng Việt

To view our privacy policy please visit our website. 

COMPLAINTS HANDLING

We aim to respond promptly and efficiently to customer complaints. Our approach to complaints handling is outlined in the GMCT complaints handling policy. You can request a copy of the policy from our customer care team or download a copy from our website: www.gmct.com.au

Customer feedback is essential to improving our services and your experience. We can only deal with and address those problems and issues we know about and therefore we encourage you to share your comments with us.

Our customer care staff are here to assist you.

As your opinion matters to us, if you make a formal complaint or provide formal feedback, we will respond to you within 10 business days. In more complex cases, our response will consist of an acknowledgement with a commitment to a complete response within a specified timeframe.

If you are not satisfied with our response, you can refer your concern to the Victorian Ombudsman: www.ombudsman.vic.gov.au

Victorian Ombudsman
Level 2
570 Bourke Street
Melbourne VIC 3000
Phone: 03 9613 6222
1800 806 314 (Regional)



THE GMCT CUSTOMER SERVICE CHARTER

IMPORTANT INFORMATION FOR YOU TO KEEP





We understand that speaking with us to arrange a funeral, burial or memorialisation for yourself or a loved one may be difficult. We also understand that the cemetery environment may be unfamiliar and this can make an already difficult time even more challenging.

Our staff are committed to working with you – to provide you with the information you need to make the right decisions and to ensure your experience with us is as smooth and stress free as possible.

The Greater Metropolitan Cemeteries Trust (GMCT) is one of Victoria's five Class A cemetery trusts. Established in 2010 by an Act of Parliament, the trust is a not-for-profit organisation dedicated to providing burial, cremation and memorial services across 19 cemeteries and memorial parks located in Melbourne's north, east and west.

We understand the importance of compassionate, reliable and consistent information and services and of listening to what you, our customers, want from your local cemetery. This charter explains in clear and simple terms what you can expect from us in relation to our services and customer experience and what we expect from you in return.

OUR MISSION

We provide the final care for your loved ones with dignity and kindness. We respect all peoples, our heritage, our communities and the environment.

OUR VALUES

- compassion
- respect
- sustainability
- integrity

As a customer of GMCT, you are entitled to expect and receive high-quality information and services. It is important that you know what to expect from GMCT and what we expect from you as a visitor and a customer.

THE GMCT PROMISE

WHAT YOU CAN EXPECT FROM GMCT:

- **Relevant funeral, burial, cremation and memorial services for your needs and the needs of our diverse communities.**
- **Compassionate, courteous and professional staff.**
- **All customers and members of the community are served with dignity and respect regardless of their background.**
- **Well maintained and safe facilities and grounds.**
- **Responsive, timely and relevant information about our services, products and decisions.**
- **Calls are answered promptly during office hours, and we will return calls within one (1) business day.**
- **A fair, consistent and transparent approach to feedback and complaints.**

- **All written and electronic enquiries are acknowledged within two (2) business days and we will provide a formal response within 10 business days.**
- **Compliance with the Cemeteries and Crematoria Act and other relevant legislation and regulations, including privacy and data protection and occupational health and safety.**
- **A commitment to this promise.**

Safety is our highest priority. Sometimes, we need to make decisions to ensure the safety and security of our customers but which may impact on our ability to meet your expectations. We will keep you informed when this might happen.

From time to time, planned and/or essential infrastructure and maintenance works may disrupt our services and cemetery access. We will keep you informed with relevant information about when this is likely to happen and details. We aim to minimise any impact on your experience.

WHAT WE EXPECT FROM YOU:

- **We ask you to always treat other visitors, our employees and facilities with respect.**
- **Provide constructive feedback.**
- **Ensure any information you provide is as accurate as possible and provided in good faith.**
- **If you do not understand the information you have received, ask questions.**
- **Please ensure we have your current contact details so we can contact you.**

OUR CUSTOMERS

Our cemeteries and memorial parks play a vital role serving Melbourne's diverse communities. We work with:

- **members of the community who are pre-planning funeral arrangements and pre-arranging cemetery services**
- **members of the public, including mourners, attending services or visiting memorials in the cemetery grounds**
- **others involved in providing funeral and related services to the community, including funeral directors, stonemasons, celebrants and community organisations**
- **people who are interested in the historic significance and other unique aspects of the cemeteries and memorial parks in our care and the funeral and cemetery industry in general.**

CUSTOMER FEEDBACK

We actively seek the opinion and feedback of customers, regular and occasional visitors and other stakeholders to ensure we are constantly evaluating, benchmarking and improving our services and systems for everyone. We listen to the views of our customers and act on feedback.

We provide a range of options to make it easy for our customers and the community to provide feedback about our services and experience. Customers can share their experience and feedback by letter, email, phone, our Facebook page and at our reception counters.

Customers can also provide feedback using one of our customer satisfaction surveys (available online or at our reception counters) or feedback cards, or by participating in our consumer surveys and other market research activities which we conduct from time to time.