

Customer Service Charter



**Catholic
Cemeteries +
Crematoria**





Introduction

Since 1867, Catholic Cemeteries + Crematoria (CCC) has proudly provided caring cemetery and support services, to everyone in the Sydney community.

As an independent not-for-profit organisation, we manage and deliver high-quality cemetery services to a diverse range of communities and families across metropolitan Sydney.

Our commitment to you

The role we play in our communities is fundamental: providing frontline care for those who have lost. Our

Service Principles set out our commitment to providing excellent customer service, as we aim to deliver a welcoming, consistent, and positive customer experience on every interaction.

Our Service Principles



1. Choice

To ensure that your final tribute is personal, we offer various options to suit you, from lawn burial and above ground burial, cremated remains interment areas to Sydney's only Catholic Crematorium. Our chapels and condolence lounges at each of our Western Sydney locations are set aside to ensure your service is completed with compassion and respect.



2. Respect

It is an honour for us to care for you and your family. We recognise that customers and members of the public may be distressed or otherwise affected by bereavement. We deal with customers sensitively, consistently, promptly, fairly and with respect and courtesy. We respect and consider our customer's cultural, ethnic, and various religious differences, their circumstances, values, beliefs, and requirements. Discrimination against customers, visitors, invitees, or the general public is not permitted on any grounds.



3. Transparency

We know that our customers have varying requirements when it comes to the final resting place of a loved one and may request detailed information about the product, or products, they may be considering purchasing. To ensure all our customers are aware of the full range of options available, we provide every customer with access to our Consumer Product Guide, which contains a full description of each of the multiple options that are available.



4. Professionalism + Integrity

CCC have been in operation since 1867, and we pride ourselves on being a highly respected industry leader in the provision of cemetery and grief care services. Our staff are expected to always conduct themselves with the highest levels of professionalism, to maintain the high standards set by CCC.

Our staff are required to undergo regular refresher training and performance evaluations to ensure they are delivering the highest possible standard of care and compassion to our customers.

Tell us how we are doing

We value your feedback. It provides us with information that helps us to refine and improve our service.

If we've exceeded your expectations

It is important to know what works well. By telling us when you have received excellent customer service and what we got right, it helps us recognise our people's efforts and ensure we replicate best practice across our organisation.

If we don't meet your expectations

We are committed to ensuring all complaints received are taken seriously and handled efficiently, fairly and confidentially. If your experience does not meet expectations, we ask that you tell us as soon as possible through our customer complaint process.

Contact Us

- ◆ In-person at our Rookwood, Liverpool, or Kemps Creek offices
- ◆ **By telephone:**
 - ◆ Rookwood 1300 114 997
 - ◆ Liverpool (02) 9602 0344
 - ◆ Kemps Creek (02) 9826 2273
- ◆ In writing: Catholic Cemeteries + Crematoria, PO Box 10, Lidcombe NSW 1825
- ◆ **By email:** enquiries@catholiccemeteries.com.au



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Contact Us

Rookwood Catholic Cemetery
Barnet Avenue, Rookwood, NSW 2134
Phone: 1300 114 997
enquiries@catholiccemeteries.com.au
www.catholiccemeteries.com.au

North Rocks Catholic Cemetery
North Rocks Road, North Rocks, NSW 2151
Phone: 1300 114 997
enquiries@catholiccemeteries.com.au
www.catholiccemeteries.com.au

Liverpool Cemetery
207 Moore St, Liverpool 2170
Phone: 02 9602 0344
info@liverpoolcemetery.com.au
www.liverpoolcemetery.com.au

Kemps Creek Memorial Park
230-260 Western Rd, Kemps Creek, NSW 2178
Phone: 02 9826 2273
admin@kempscreekcemetery.com.au
www.kempscreekmemorialpark.com.au

Macarthur Memorial Park
Phone: 1300 086 689
Email: info@mmpark.com.au

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Sydney Olympic Park, NSW 2127
enquiries@catholiccemeteries.com.au