InvoCare

WeCARE | FEEDBACK

Feedback Management Policy

6 June 2022

OUR COMMITMENT

At InvoCare, we care deeply about the client families we support and believe they have the right to compassionate, honest, and fair treatment when dealing with us. We welcome all feedback and in the unfortunate event a customer has a complaint, we want to understand what went wrong so we can make amends where possible. InvoCare is committed to providing a simple and accessible feedback management process and to resolving complaints in an efficient and fair manner.

FEEDBACK POLICY

InvoCare values all feedback, including complaints, and recognises it as an opportunity to improve our products and services. This document sets out our principles and process for the handling of feedback we receive about our products and services.

DEFINITIONS

InvoCare categorises feedback using the below terms and definitions:

Compliment: Expression of praise for our services or our people where recognition for the team may be expected or a response may be required.
Complaint: Expression of dissatisfaction about our services or our people where a resolution is expected or legally required.
General Feedback: Commentary detailing a person's opinions or suggestions on our products and services and locations that does not explicitly require a resolution.

OUR GUIDING PRINCPLES

- We make it easy, accessible and free to provide feedback, including compliments and complaints.
- We welcome all feedback and use it to improve our products and services.
- We handle all feedback in a fair and unbiased manner.
- We will assess feedback in a timely manner and involve the feedback provider and/or their representative in the process.
- We review the information provided and listen carefully with respect to the views expressed.
- We empower our people to resolve issues.
- We provide updates as issues are investigated and include ways to contact us.
- We provide clear reasons for our decisions and any remedies we deem fair and reasonable.
- We escalate when requested or required and cooperate with external review bodies.
- We regularly review our feedback management policy and processes to ensure effectiveness in managing all feedback.

SUBMITTING COMPLIMENTS, COMPLAINTS OR FEEDBACK

We provide several ways to make a complaint or a compliment or to offer general feedback. You can provide feedback to us in person, via our websites, by telephone, mail, email or feedback survey.

Call: Your local location or 02 9978 5200 (Monday to Friday, 9am to 5pm) or 02 8745 7825 (7 days a week, 365 days a year)
Online: On our websites, or on www.invocare.com.au/contact-us/
Write: Level 6, 1A Homebush Bay Drive, Rhodes NSW 2138
In Person: By visiting the Location Manager, Park Supervisor, or Park & Garden Manager at your local location

YOUR REQUIREMENTS

There are a few things you can provide to assist us in reviewing your feedback efficiently, including:

- a clear description of your complaint, compliment, or feedback
- your desired outcome, if any;
- your contact information and preferred method of contact; and
- any special requirements you have or any support needs.

We request that client families providing feedback treat our people with courtesy and respect and allow InvoCare enough time to resolve any issues.

OUR PROCESS

Our feedback management process is designed to ensure your feedback, including complaints is managed objectively, efficiently, and fairly.

Acknowledging Your Feedback

We will acknowledge all feedback, compliments, and complaints within 48 business hours.

We will typically do this by the same method you used to contact us or via your preferred method of contact if provided. We will provide you with a reference number and an expectation of the timeframe to resolve.

Initial Assessment

When you lodge feedback with us, we will complete a review to confirm that it is within our control, consider the outcome sought, and assess the severity and urgency.

All feedback including compliments and complaints will go through an assessment process, however general feedback and compliments may not always undergo an investigation and resolution.

We provide all feedback to the teams that served you and also to our Regional, State & General Managers to enable us to recognise their efforts and continually improve our service to customers.

Investigation

We aim to resolve your complaint on first contact. If this is not possible, we will undertake an investigation into your complaint. We will reach out to you if we require additional information during our investigation. The time we spend investigating a complaint will depend on its seriousness and complexity, but we aim to resolve all complaints within 10 business days.

We will keep you up to date as the investigation progresses and will advise if we believe additional time is required to resolve.

We will take reasonable steps to ensure you are not adversely affected because a complaint is made by yourself or on your behalf.

Resolution

Following consideration of the complaint and any investigation into the issues raised, we will contact you with the outcome of the complaint, any actions that we took and any proposed remedy or resolutions.

Further Investigation

If you are not satisfied with the outcome of your complaint or are unhappy with the way your complaint has been handled, you can request that your complaint is escalated internally. You can also request escalation if you are unhappy with the progress or handling of your complaint prior to resolution.

Upon receiving your request to escalate, we will contact you to confirm the review and timeframe.