



## Pricing Disclosures & Complaint Procedure



This document outlines the services offered at Willed Funerals and the corresponding prices including the least expensive options and package prices where applicable. All listed costs are inclusive of GST where applicable.

Pricing Disclosures vary from state to state so please refer to the relevant section for the relevant state however where collection is in NSW but the designated crematorium is in QLD (e.g. for Northern NSW collections), please see details under Pricing Disclosures (QLD). Similarly where the designated crematorium is in VIC (e.g. for Southern NSW collections), please see details under Pricing Disclosures (VIC).

## Pricing Disclosures (NSW)

The following list outlines the services we offer at Willed Funerals and the corresponding price where collection of the deceased and cremation is in NSW<sup>1</sup>. All listed costs are inclusive of GST where applicable.

Required Items	Cost
<p><b>Arrangement / Professional Fee</b></p> <p>Choose your preferred option from the three options below.</p> <p>The professional fee covers the management of the funeral or cremation, including all administrative and legal requirements and guidance through the arrangement. Additional charges apply if an external venue is hired.</p>	
A) No Service No Attendance (Direct Cremation)	\$960
B) Single Service (a service at a single venue for up to 60 minutes)	\$3,000
C) Dual Service (a church service followed by a committal at Crematorium)	\$4,000
<p><b>Transportation</b></p> <p>Transport of the body from place of death or other location to mortuary and additionally, to service, cemetery or crematorium (both trips in a specialised transfer vehicle).</p> <p>Charges based on place of death or collection area being located in greater Sydney. Additional transportation fees may apply where the place of death or collection area is in NSW and outside of greater Sydney. Not all areas of NSW are serviced.</p>	
A) Transfer - No Service No Attendance	\$360
B) Transfer - Single Service	\$800
C) Transfer - Dual Service	\$1,600
Additional charge for transfer outside of business hours (inc. public holidays)	\$250
<p><b>Mortuary Care</b></p> <p>Following initial transfer, the deceased is accommodated in our mortuary while the funeral service or cremation is arranged including the collection of various medical and legal permits and certificates.</p> <p>Before transfer to the service / cremation, the deceased is prepared which can include dressing in clothes provided.</p> <p><i>Note that (unless agreed otherwise), where payment has not been made in full prior to our scheduled cremation date and the deceased is otherwise ready to be cremated, you will incur additional holding costs at \$88 per additional day until the outstanding amounts have been paid. Alternatively, where we are awaiting the return of paperwork from the applicant beyond 3 days of storage, you will incur an additional holding cost at \$88 per additional day.</i></p>	

<sup>1</sup> Where collection is in NSW but a the crematorium chosen is to be a) in QLD (eg for Northern NSW collections), please see details under Pricing Disclosures (QLD) or b) in VIC (eg for Southern NSW collections), please see details under Pricing Disclosures (VIC).

A) Accommodation of deceased in mortuary - No Service No Attendance	\$50
A) Care and preparation of deceased - No Service No Attendance	\$50
B) Accommodation of deceased in mortuary - Single Service	\$400
B) Care and preparation of deceased (includes dressing) - Single Service	\$400
C) Accommodation of deceased in mortuary - Dual Service	\$415
C) Care and preparation of deceased (includes dressing) - Dual Service	\$410
<b>Coffins</b>	
Our least expensive coffin is a cardboard coffin. Additional fees will be charged for the oversized version of the coffin (or closest alternative).	
We offer a range of coffins between \$135 and \$1,100	From \$135
<b>Optional Items</b>	<b>Cost</b>
Dressing (clothing to be delivered to our mortuary) - No Service No Attendance	\$300
Celebrant - Single Service	\$650
Flowers (casket sprays for funeral service)	From \$200
Transport to service / crematorium in a hearse (subject to availability)	\$650
External venue hire for service No additional cost applies if included under 'Cremation Service including chapel hire' described below)	As charged by supplier
Return of ashes in a cremation urn (via registered post across Australia). Alternatively, ashes may be collected from the crematorium following prior authorisation and via appointment.	\$50
<b>Disbursements</b>	<b>Cost</b>
Crematorium fees Crematorium fees vary across different facilities. \$565 represents our lowest cost options of either McArthur Grange Crematorium, Smeaton Grange or Mountain View Crematoria, Unanderra, NSW.	From \$565
Cremation Service including chapel hire (includes 45 min service and 15 min transition period) \$1,282 is based on using the chapel at Macquarie Park (Northern Cemeteries) Macquarie Park, NSW however fees will vary based on different facilities and requirements (eg room size).	From \$1,282
Death certificate (supplied by Births, Deaths and Marriages)	\$60
Cremation certificate Fees can vary based on specific doctor's rates - the amount listed is an estimate only.	Estimated at \$220
<b>Funeral Packages (Least Expensive Packages Offered)</b>	<b>Cost</b>
<b>Direct Cremation (No Service, No Attendance)</b>  This package includes a cardboard coffin and does not include a funeral service.  Package also includes transport from the location of death or other location	\$1,999

<p>(both) within greater Sydney; care and preparation of the body prior to cremation; collection of all medical and government documentation; transportation to the crematorium; return of ashes in a cremation urn via registered post across Australia and lodgement of a death certificate application.</p>	
<p><b>Cremation including a Single Service</b></p> <p>This package includes a cardboard coffin and a funeral service in a designated venue or chapel in greater Sydney.</p> <p>Package also includes transport from the location of death or other location (both) within greater Sydney; care, preparation and dressing of the body prior to cremation (clothing to be delivered to our mortuary); collection of all medical and government documentation; transportation to the crematorium; return of ashes in a cremation urn via registered post across Australia and lodgement of a death certificate application.</p>	<p><b>\$4,999</b></p>

### Other Disclosures (NSW)

- We use external suppliers for mortuary services:
  - Sydney Mortuary Services (owned and managed by Joe Vasta), 2/3 Stout Rd, Mount Druitt NSW 2770
  - Dignified Mortuary Services (owned and managed by Leann Bulloch), 51-53 Canterbury Rd, Canterbury NSW 2193
- We use external suppliers for cremation services:
  - Mountain Viesw Crematoria (Mountain View Crematoria Pty Ltd)
  - Macarthur Grange Crematorium (Fishbone Investments Pty Ltd)
  - Macquarie Park Cemetery and Crematorium (Metropolitan Memorial Parks, a NSW Government Entity)
  - Pinegrove Memorial Park (InvoCare Australia Pty Ltd)
  - Rockwood Memorial Garden (InvoCare Australia Pty Ltd)

## Pricing Disclosures (VIC)

The following list outlines the services we offer at Willed Funerals and the corresponding price where collection of the deceased is in VIC. All listed costs are inclusive of GST where applicable.

Required Items	Cost
<b>Arrangement / Professional Fee</b>  Choose your preferred option from the three options below.  The professional fee covers the management of the funeral or cremation, including all administrative and legal requirements and guidance through the arrangement. Additional charges apply if an external venue is hired.	
A) No Service No Attendance (Direct Cremation)	\$710
B) Single Service (a service at a single venue for up to 60 minutes)	\$3,000
C) Dual Service (a church service followed by a committal at Crematorium)	\$4,000
<b>Transportation</b>  Transport of the body from place of death or other location to mortuary and additionally, to service, cemetery or crematorium (both trips in a specialised transfer vehicle).  Charges based on place of death or collection area being located in greater Melbourne. Additional transportation fees may apply where the place of death or collection area is in VIC and outside of greater Melbourne. Not all areas of VIC are serviced.	
A) Transfer - No Service No Attendance	\$360
B) Transfer - Single Service	\$800
C) Transfer - Dual Service	\$1,600
Additional charge for transfer outside of business hours (inc. public holidays)	\$250
<b>Mortuary Care</b>  Following initial transfer, the deceased is accommodated in our mortuary while the funeral service or cremation is arranged including the collection of various medical and legal permits and certificates.  Before transfer to the service / cremation, the deceased is prepared which can include dressing in clothes provided.  <i>Note that (unless agreed otherwise), where payment has not been made in full prior to our scheduled cremation date and the deceased is otherwise ready to be cremated, you will incur additional holding costs at \$88 per additional day until the outstanding amounts have been paid. Alternatively, where we are awaiting the return of paperwork from the applicant beyond 3 days of storage, you will incur an additional holding cost at \$88 per additional day.</i>	
A) Accommodation of deceased in mortuary - No Service No Attendance	\$50
A) Care and preparation of deceased - No Service No Attendance	\$50

B) Accommodation of deceased in mortuary - Single Service	\$400
B) Care and preparation of deceased (includes dressing) - Single Service	\$400
C) Accommodation of deceased in mortuary - Dual Service	\$415
C) Care and preparation of deceased (includes dressing) - Dual Service	\$410
<b>Coffins</b>	
Our least expensive coffin is a cardboard coffin. Additional fees will be charged for the oversized version of the coffin (or closest alternative).	
We offer a range of coffins between \$135 and \$1,100	From \$135
<b>Optional Items</b>	
	<b>Cost</b>
Dressing (clothing to be delivered to our mortuary) - No Service No Attendance	\$300
Celebrant - Single Service	\$650
Flowers (casket sprays for funeral service)	From \$200
Transport to service / crematorium in a hearse (subject to availability)	\$650
External venue hire for service No additional cost applies if included under 'Cremation Service including chapel hire' described below)	As charged by supplier
Return of ashes in a cremation urn (via registered post across Australia). Alternatively, ashes may be collected from the crematorium following prior authorisation and via appointment.	\$50
<b>Disbursements</b>	
	<b>Cost</b>
Crematorium fees Crematorium fees vary across different facilities. \$645 represents our lowest cost option: Geelong Memorial Park Crematorium (Geelong Cemeteries Trust)	From \$645
Cremation Service including chapel hire (includes 45 min service and 15 min transition period) \$1,155 is based on using the chapel at Altona Park (Greater Metropolitan Cemeteries Trust) Altona, VIC however fees will vary based on different facilities and requirements (eg room size).	From \$1,155
Death certificate (supplied by Births, Deaths and Marriages)	\$55
Cremation certificate Fees can vary based on specific doctor's rates - the amount listed is an estimate only.	Estimated at \$95
<b>Funeral Packages (Least Expensive Packages Offered)</b>	
	<b>Cost</b>
<b>Direct Cremation (No Service, No Attendance)</b>  This package includes a cardboard coffin and does not include a funeral service.  Package also includes transport from the location of death or other location (both) within greater Melbourne; care and preparation of the body prior to cremation; collection of all medical and government documentation; transportation to the crematorium; return of ashes in a cremation urn via registered post across Australia and lodgement of a death certificate	\$1,999

application.	
<p><b>Cremation including a Single Service</b></p> <p>This package includes a cardboard coffin and a funeral service in a designated venue or chapel in greater Melbourne.</p> <p>Package also includes transport from the location of death or other location (both) within greater Melbourne; care, preparation and dressing of the body prior to cremation (clothing to be delivered to our mortuary); collection of all medical and government documentation; transportation to the crematorium; return of ashes in a cremation urn via registered post across Australia and lodgement of a death certificate application.</p>	<b>\$4,999</b>

### Other Disclosures (VIC)

- We use external suppliers for mortuary services:
  - Tranquil Step Pty Ltd (owned and managed by Danny Hughes), Unit 2/2 Quist Ct, Dandenong South VIC 3175
- We use external suppliers for cremation services:
  - Geelong Memorial Park Crematorium (Geelong Cemeteries Trust)
  - Altona Memorial Park (Greater Metropolitan Cemeteries Trust)
  - Lilydale Memorial Park (Greater Metropolitan Cemeteries Trust)
  - Springvale Botanical Cemetery (Southern Metropolitan Cemeteries Trust)
  - Bunorong Memorial Park (Southern Metropolitan Cemeteries Trust)
  - Fawkner Memorial Park (Greater Metropolitan Cemeteries Trust)

## Pricing Disclosures (QLD)

The following list outlines the services we offer at Willed Funerals and the corresponding price where collection of the deceased is in QLD. All listed costs are inclusive of GST where applicable.

Required Items	Cost
<b>Arrangement / Professional Fee</b>  Choose your preferred option from the three options below.  The professional fee covers the management of the funeral or cremation, including all administrative and legal requirements and guidance through the arrangement. Additional charges apply if an external venue is hired.	
A) No Service No Attendance (Direct Cremation)	\$445
B) Single Service (a service at a single venue for up to 60 minutes)	\$5,000
C) Dual Service (a church service followed by a committal at Crematorium)	\$6,000
<b>Transportation</b>  Transport of the body from place of death or other location to mortuary and additionally, to service, cemetery or crematorium (both trips in a specialised transfer vehicle).  Charges based on place of death or collection area being located in greater Brisbane and the Gold Coast region. Additional transportation fees may apply where the place of death or collection area is in QLD and outside of greater Brisbane and the Gold Coast. Not all areas of QLD are serviced.	
A) Transfer - No Service No Attendance	\$360
B) Transfer - Single Service	\$800
C) Transfer - Dual Service	\$1,600
Additional charge for transfer outside of business hours (inc. public holidays)	\$250
<b>Mortuary Care</b>  Following initial transfer, the deceased is accommodated in our mortuary while the funeral service or cremation is arranged including the collection of various medical and legal permits and certificates.  Before transfer to the service / cremation, the deceased is prepared which can include dressing in clothes provided.  <i>Note that (unless agreed otherwise), where payment has not been made in full prior to our scheduled cremation date and the deceased is otherwise ready to be cremated, you will incur additional holding costs at \$88 per additional day until the outstanding amounts have been paid. Alternatively, where we are awaiting the return of paperwork from the applicant beyond 3 days of storage, you will incur an additional holding cost at \$88 per additional day.</i>	
A) Accommodation of deceased in mortuary - No Service No Attendance	\$50
A) Care and preparation of deceased - No Service No Attendance	\$50



B) Accommodation of deceased in mortuary - Single Service	\$400
B) Care and preparation of deceased (includes dressing) - Single Service	\$400
C) Accommodation of deceased in mortuary - Dual Service	\$415
C) Care and preparation of deceased (includes dressing) - Dual Service	\$410
<b>Coffins</b>	
Our least expensive coffin is a cardboard coffin. Additional fees will be charged for the oversized version of the coffin (or closest alternative).	
We offer a range of coffins between \$135 and \$1,100	From \$135
<b>Optional Items</b>	
	<b>Cost</b>
Dressing (clothing to be delivered to our mortuary) - No Service No Attendance	\$300
Celebrant - Single Service	\$650
Flowers (casket sprays for funeral service)	From \$200
Transport to service / crematorium in a hearse (subject to availability)	\$650
External venue hire for service No additional cost applies if included under 'Cremation Service including chapel hire' described below)	As charged by supplier
Return of ashes in a cremation urn (via registered post across Australia). Alternatively, ashes may be collected from the crematorium following prior authorisation and via appointment.	\$50
<b>Disbursements</b>	
	<b>Cost</b>
Crematorium fees Crematorium fees vary across different facilities. \$645 represents our lowest cost option: Eco Memorial Park, Stapylton, QLD	From \$645
Cremation Service including chapel hire (includes 45 min service and 15 min transition period) \$1,200 is based on using the chapel at Eco Memorial Park, Stapylton, QLD however fees will vary based on different facilities and requirements (eg room size).	From \$1,200
Death certificate (supplied by Births, Deaths and Marriages)	\$55
Cremation certificate Fees can vary based on specific doctor's rates - the amount listed is an estimate only.	Estimated at \$105
<b>Funeral Packages (Least Expensive Packages Offered)</b>	
	<b>Cost</b>
<b>Direct Cremation (No Service, No Attendance)</b>  This package includes a cardboard coffin and does not include a funeral service.  Package also includes transport from the location of death or other location (both) within greater Brisbane and the Gold Coast; care and preparation of the body prior to cremation; collection of all medical and government documentation; transportation to the crematorium; return of ashes in a cremation urn via registered post across Australia and lodgement of a death	\$1,895

certificate application.	
<p><b>Cremation including a Single Service</b></p> <p>This package includes a cardboard coffin and a funeral service at Eco Memorial Park, Stapylton, QLD.</p> <p>Package also includes transport from the location of death or other location (both) within greater Brisbane and the Gold Coast; care, preparation and dressing of the body prior to cremation (clothing to be delivered to our mortuary); collection of all medical and government documentation; transportation to the crematorium; return of ashes in a cremation urn via registered post across Australia and lodgement of a death certificate application.</p>	\$7,999

### Other Disclosures (QLD)

- We use external suppliers for mortuary services:
  - DCD Transfer Service (Slacks Creek)
  - Eco Transfer Team (Stapylton)
- We use external suppliers for cremation services:
  - Eco Memorial Park Crematorium (Stapylton)
  - Mount Gravatt Cemetery and Crematorium (Brisbane City Council)
  - Coastal Crematorium (Caloundra West)

## Pricing Disclosures (SA)

The following list outlines the services we offer at Willed Funerals and the corresponding price where collection of the deceased is in SA. All listed costs are inclusive of GST where applicable.

Required Items	Cost
<b>Arrangement / Professional Fee</b>  The professional fee covers the management of the funeral or cremation, including all administrative and legal requirements and guidance through the arrangement.	
No Service No Attendance (Direct Cremation)	\$693
<b>Transportation</b>  Transport of the body from place of death or other location to mortuary and additionally, to service, cemetery or crematorium (both trips in a specialised transfer vehicle).  Charges based on place of death or collection area being located in greater Adelaide. Additional transportation fees may apply where the place of death or collection area is in SA and outside greater Adelaide. Not all areas of SA are serviced.	
Transfer - No Service No Attendance	\$360
Additional charge for transfer outside of business hours (inc. public holidays)	\$250
<b>Mortuary Care</b>  Following initial transfer, the deceased is accommodated in our mortuary while the cremation is arranged including the collection of various medical and legal permits and certificates.  Before transfer to the cremation, the deceased is prepared which can include dressing in clothes provided.  <i>Note that (unless agreed otherwise), where payment has not been made in full prior to our scheduled cremation date and the deceased is otherwise ready to be cremated, you will incur additional holding costs at \$88 per additional day until the outstanding amounts have been paid. Alternatively, where we are awaiting the return of paperwork from the applicant beyond 3 days of storage, you will incur an additional holding cost at \$88 per additional day.</i>	
Accommodation of deceased in mortuary - No Service No Attendance	\$50
Care and preparation of deceased - No Service No Attendance	\$50
<b>Coffins</b>  Our least expensive coffin is a cardboard coffin. Additional fees will be charged for the oversized version of the coffin (or closest alternative).	
We offer a range of coffins between \$135 and \$1,100	From \$135
Optional Items	Cost
Dressing (clothing to be delivered to our mortuary) - No Service No Attendance	\$300

Return of ashes in a cremation urn (via registered post across Australia). Alternatively, ashes may be collected from the crematorium following prior authorisation and via appointment.	\$50
<b>Disbursements</b>	<b>Cost</b>
Crematorium fees	\$400
Death certificate (supplied by Births, Deaths and Marriages)	\$60
Cremation certificate Fees can vary based on specific doctor's rates - the amount listed is an estimate only.	Estimated at \$220
<b>Funeral Packages (Least Expensive Packages Offered)</b>	<b>Cost</b>
<p><b>Direct Cremation (No Service, No Attendance)</b></p> <p>This package includes a cardboard coffin and does not include a funeral service.</p> <p>Package also includes transport from the location of death or other location (both) within greater Adelaide; care and preparation of the body prior to cremation; collection of all medical and government documentation; transportation to the crematorium; return of ashes in a cremation urn via registered post across Australia and lodgement of a death certificate application.</p>	\$1,850

### Other Disclosures (SA)

- We use external suppliers for mortuary services:
  - Tri-Transfers (Edwardstown)
- We use external suppliers for cremation services:
  - Northern Region Crematorium (Gawler)

## Pricing Disclosures (ACT)

The following list outlines the services we offer at Willed Funerals and the corresponding price where collection of the deceased is in ACT. Please note that cremations are conducted in NSW. All listed costs are inclusive of GST where applicable.

Required Items	Cost
<b>Arrangement / Professional Fee</b>  Choose your preferred option from the three options below.  The professional fee covers the management of the funeral or cremation, including all administrative and legal requirements and guidance through the arrangement.	
No Service No Attendance (Direct Cremation)	\$760
<b>Transportation</b>  Transport of the body from place of death or other location to mortuary and additionally, to service, cemetery or crematorium (both trips in a specialised transfer vehicle).  Charges based on place of death or collection area being located in the ACT. Refer Pricing Disclosures (NSW) if the collection location is in fact within NSW.	
Transfer - No Service No Attendance	\$360
Additional charge for transfer outside of business hours (inc. public holidays)	\$250
<b>Mortuary Care</b>  Following initial transfer, the deceased is accommodated in our mortuary while the cremation is arranged including the collection of various medical and legal permits and certificates.  Before transfer to the cremation, the deceased is prepared which can include dressing in clothes provided.  <i>Note that (unless agreed otherwise), where payment has not been made in full prior to our scheduled cremation date and the deceased is otherwise ready to be cremated, you will incur additional holding costs at \$88 per additional day until the outstanding amounts have been paid. Alternatively, where we are awaiting the return of paperwork from the applicant beyond 3 days of storage, you will incur an additional holding cost at \$88 per additional day.</i>	
Accommodation of deceased in mortuary - No Service No Attendance	\$50
Care and preparation of deceased - No Service No Attendance	\$50
<b>Coffins</b>  Our least expensive coffin is a cardboard coffin. Additional fees will be charged for the oversized version of the coffin (or closest alternative).	
We offer a range of coffins between \$135 and \$1,100	From \$135

<b>Optional Items</b>	<b>Cost</b>
Dressing (clothing to be delivered to our mortuary) - No Service No Attendance	\$300
Return of ashes in a cremation urn (via registered post across Australia). Alternatively, ashes may be collected from the crematorium following prior authorisation and via appointment.	\$50
<b>Disbursements</b>	<b>Cost</b>
<b>Crematorium fees</b> Crematorium fees vary across different facilities. \$565 represents our lowest cost options of either McArthur Grange Crematorium, Smeaton Grange or Mountain View Crematoria, Unanderra, NSW.	From <b>\$565</b>
Death certificate (supplied by Births, Deaths and Marriages)	\$60
<b>Cremation certificate</b> Fees can vary based on specific doctor's rates - the amount listed is an estimate only.	Estimated at <b>\$220</b>
<b>Funeral Packages (Least Expensive Packages Offered)</b>	<b>Cost</b>
<b>Direct Cremation (No Service, No Attendance)</b>  This package includes a cardboard coffin and does not include a funeral service.  Package also includes transport from the location of death or other location (both) within ACT; care and preparation of the body prior to cremation; collection of all medical and government documentation; transportation to the crematorium; return of ashes in a cremation urn via registered post across Australia and lodgement of a death certificate application.	<b>\$2,495</b>

### Other Disclosures (ACT)

- We use external suppliers for mortuary services:
  - Sydney Mortuary Services (owned and managed by Joe Vasta), 2/3 Stout Rd, Mount Druitt NSW 2770
  - Dignified Mortuary Services (owned and managed by Leann Bulloch), 51-53 Canterbury Rd, Canterbury NSW 2193
- We use external suppliers for cremation services:
  - Mountain View Crematoria (Mountain View Crematoria Pty Ltd)
  - Macarthur Grange Crematorium (Fishbone Investments Pty Ltd)
  - Macquarie Park Cemetery and Crematorium (Metropolitan Memorial Parks, a NSW Government Entity)
  - Pinegrove Memorial Park (InvoCare Australia Pty Ltd)
  - Rockwood Memorial Garden (InvoCare Australia Pty Ltd)

### **Other Terms & Conditions (all locations)**

- Cremation to occur at a crematorium and time chosen by Willed Funerals and is subject to availability.
- An oversize version of the coffin is available for an additional fee.
- After-hours transfer of deceased (5pm-8am) will incur additional charges (unless waived on the package contracted)
- Full payment is required at the time of arrangement.
- All prices include GST.

## Complaints Procedure

Willed Funerals Pty Ltd has a complaints handling procedure.

Whilst it is hoped that any concerns can be addressed by the Funeral Arranger assisting you with the funeral arrangements, if this is not possible, the following procedures should be followed.

### How to make a complaint:

If you have any concerns with the level of service and care we have provided, you may convey them to our Managing Director via any of the following means:

#### In person:

By appointment at a mutually convenient time and place;

#### By telephone:

By phoning 1300 945 533 during normal business hours;

#### In writing:

By outlining your concerns in a letter or email to [hello@willed.com.au](mailto:hello@willed.com.au).

To ensure a prompt response, please include your contact details.

#### Contact details:

Director

Willed Funerals Pty Ltd

121 Gardenvale Road, Gardenvale, VIC, 3165

Phone: 1300 945 533

Email: [hello@willed.com.au](mailto:hello@willed.com.au)

## Acknowledgement & Investigation

Your complaint will be promptly acknowledged in writing and/or by telephone.

We will generally need some time to investigate the complaint. The amount of time needed will depend on the number and the availability of people involved, and the complexity, seriousness and/or urgency of the complaint. We may need to communicate with you during the investigation process to clarify aspects of the complaint.

## Response and Communication

We will provide you with a response to the complaint as soon as possible after completing an appropriate investigation.

Whilst we will generally respond to you in writing, sometimes a verbal response is more practical and/or appropriate.

## Resolution

If you are satisfied with our response, we will confirm and carry out the understanding reached.