

**FUNERALS AUSTRALIA COMPLAINTS PROCEDURE
INFORMATION AND AUTHORITY FORM**

Funeral Australia is committed to facilitating a satisfactory resolution to consumer concerns or disputes.

In order for Funerals Australia to be involved, please complete the section at the end of this document in acknowledgement that you understand the following statements:

You acknowledge:

You have raised your concerns in writing directly with the Member of Funerals Australia and attempted to resolve the issue directly with the Member (Owner or Authorized Senior Manager)

You have allowed 21 days to elapse since raising your concern in writing and your concerns or dispute were not addressed to your satisfaction by the Member Firm.

The Funerals Australia will not deal with or investigate your concerns or dispute if the matter involves legal representation or is before a court or tribunal.

You will advise Funerals Australia at the time of bringing this matter to the Funerals Australia's attention if a court or tribunal has made a decision in respect to your concerns or dispute.

The documents you provide to Funerals Australia about your concerns or dispute are provided on a "without prejudice" basis, which means that the same documents cannot be used in any subsequent court or tribunal by Funerals Australia or its Member, except to the extent such privilege is allowed by the courts.

You agree to provide copies of any documentation relating to this matter including but not limited to letters, emails, contracts, and quotes to Funerals Australia and all documents you provide to the Funerals Australia, including your correspondence, will be released to the Member firm.

A copy of the final resolution will be made available to the Member firm.

The Funerals Australia recognises that subsequent to our involvement you may wish to pursue this matter through other means. The Funerals Australia's final determination does not preclude your right to do so.

Signature:.....Date:.....

Name:.....

Relationship to the deceased, please select:

- Executor
- Applicant to the Funeral (You signed the Funeral Director's Contract)
- Immediate next of Kin
- Senior next of Kin

Please note: In order for Funerals Australia to investigate a matter this complaint form must be completed by either the Executor or the Applicant to the Funeral.

Address:.....

..... Postcode:

Email address:.....

Contact telephone numbers:.....Mobile:.....