# UCA - Crookwell Uniting Church Dispute Resolution Process

1. As a licenced cemetery operator (‘Operator’), and in line with our licence conditions, we set out the following Dispute Resolution Process.

## Definitions and Purpose

1. A dispute occurs when two or more people disagree about something and it requires resolution. Often disputes can be settled quickly and informally in the course of everyday work. However, if people can’t agree on a way forward or if the dispute is about a serious matter, a more formal approach is required. Unresolved disputes are likely to result in complaints, which must then be managed appropriately.

A fair, confidential, and transparent dispute resolution procedure allows for issues to be addressed quickly so they don’t escalate.

## How to provide feedback or make a complaint

1. Feedback and complaints may be made in writing to Crookwell Uniting Church via Email or Mail.

E-mail: crookwelluniting@gmail.com

Mail: PO Box 75, Crookwell NSW 2583

## Dealing with complaints and disputes

1. Upon receiving a written complaint, we will do our best to acknowledge a complaint in writing within 7 days (recognizing that as a small organization, this won’t always be possible).
2. All feedback and complaints will then be forwarded to Church Council for consideration, investigation, and final determination.
3. When resolving any disputes with our customers Church Council will:
* Deal with disputes and complaints in a respectful and compassionate way
* Do our best to respond in writing within 30 days (recognizing that as a small organization, this won’t always be possible).

If you are not satisfied with our handling of your complaint or the resolution, you can contact the Cemeteries Agency via email - ccnsw.info@cemeteries.nsw.gov.au or by phone - 02 9842 8470.

For all complaints we receive, we will ensure these are captured in a register and maintain relevant records for 7 years from the date the complaint was made.

## Publishing relevant information

A copy of this Dispute Resolution Process will be made available on our website (<http://crookwelluniting.org/cemeteries/>) and upon request from our Church Office.

1. For all enquiries, please contact Crookwell Uniting Church
2. Call: 02 4832 1026
3. E-mail: crookwelluniting@gmail.com
4. Mail: PO Box 75, Crookwell NSW 2583