

Our purpose

At one of life's most significant moments, we provide genuine care and affordable choices for everyone, now and into the future.

At Metropolitan Memorial Parks, we provide places of reflection and are committed to meeting the changing needs of our diverse communities by supporting people to grieve, celebrate life and remember their loved ones. Our parks offer sustainable and affordable interment options, crematoria, memorialisation, chapels and functions, through to history and recreational facilities.

Our customer service principles

We endeavour to provide specialised care that exceeds customer expectations.

We are committed to professional and ethical interactions with our customers. Accordingly, we comply with the following customer service principles:

- we respect the personal choices of customers,
- we provide full and accurate information about the products and services that we are able or unable to provide,
- we conduct our business with competency and integrity,
- we take pride in our work and honour the significant industry in which we operate.

We will ensure that there are systems and processes in place to support these customer service principles, while at the same time, striving to ensure there is no discrimination against customers, visitors, invitees, or the public at any of our memorial parks.

Employee learning and development

To enable our employees to provide the best possible service, we are committed to continual learning and development opportunities. This means our employees and other persons engaged by us are trained to:

- interact with customers in an honest way.
- hold any qualifications, licenses, or accreditation for the activities that they conduct,
- inform customers of, and use, the correct systems and processes (such as the complaints handling process); and apply best practices in the performance of employee duties.

Provision of information to customers

In relation to the disclosure of information, we have practices in place to ensure:

- where necessary, reasonable efforts are made to assist customers who do not speak English or have specific communication needs,
- where incorrect or out-of-date information has been provided, such errors are rectified and correct information is provided,
- when referring a customer to an ancillary provider for any goods or services, we will disclose to the customer any financial, personal, relationship or other arrangement that exists between our organisation and the provider,
- reasonable efforts are made to assist customers to understand the inclusions and exclusions in any service, plan or package they purchase,
- customers are aware of their consumer rights under applicable laws,
- privacy of personal information is maintained under applicable legislation.

Managing complaints and compliments

We value the opportunity to improve our products, services and responses through our complaints handling process. It is also important for us to know what we are doing well, as this assists us to apply best practice across our services. We therefore encourage customers to provide feedback.

Contact us

To make an enquiry:

info@mmpm.com.au

PO Box 291, Lidcombe NSW 1825

Eastern Suburbs Memorial Park | 02 9661 5655

Field of Mars Cemetery | 1300 389 888

Frenchs Forest Bushland Cemetery | 02 9451 6204

Gore Hill Memorial Cemetery | 1300 389 888

Macquarie Park Cemetery | 1300 389 888

Rookwood General Cemetery | 02 8575 8100

Sandgate Cemetery | 02 4968 3602

Woronora Memorial Park | 02 9545 4677

To lodge a complaint or compliment:

complaints@mmpm.com.au | 1300 503 332

As a licenced cemetery operator, we are also committed to keeping appropriate records as required by law. We will also provide Cemeteries and Crematoria NSW with copies of documentation related to customer service activities on request, including copies of customer service policies, processes or documentation; and an annual summary of records of complaints received.