



DISPUTE RESOLUTION PROCEDURE

Dubock Funerals Pty Ltd is committed to providing high-quality funeral services. All complaints are handled in accordance with Sections 49–52 of the *Funerals Act 2006* (Victoria).

If you, or your legal representative, have a concern or complaint about the services provided and wish to lodge a formal complaint, please submit it in writing. The written complaint should include the following details:

- Your full name, address, and contact telephone number
- The full name of the person listed on the front of this agreement
- The date of the funeral service
- A clear description of the complaint or issue

How to Submit a Complaint:

By Post:

Marked "Confidential"

Attn: Managing Director

Dubock Funerals

155 Melville Road, West Brunswick, 3055

By Email:

acc@dubock.com.au

Our representative will contact you within 48 hours to confirm receipt of your complaint and inform you that it is under investigation. A formal response will be provided within 14 days, and we will make every effort to resolve any issues you may have.

If you are not satisfied with the outcome and a mutual resolution cannot be reached, we will engage with the **National Funeral Directors Association (NFDA)** to facilitate mediation and assist in reaching a fair resolution.

For further information or general enquiries, please contact us on **(03) 9384 1100** and ask to speak with the Managing Director.

155 Melville Road West Brunswick, Victoria 3055

info@dubock.com.au | Ph (03) 9384 1100 | dubockfunerals.au

Dubock Funerals Pty Ltd A.B.N 59 416 024 438