

Feedback Management Policy

18 July 2025

Introduction

At InvoCare, we genuinely care about the client families we support. We believe they deserve honest, respectful, and compassionate treatment at every stage of their experience with us. We welcome all forms of feedback—compliments, suggestions, and complaints—recognising each as an opportunity to improve our services and products. Our commitment is to provide a simple, accessible feedback process and to resolve complaints efficiently and fairly.

Purpose and Scope

This policy explains how we manage feedback—including compliments, complaints, and general commentary—about our services, team members, processes, locations, and suppliers. We aim to address all feedback promptly, effectively, and respectfully.

Definitions

InvoCare defines feedback as follows:

- **Compliments:** Expressions of praise about our services or people, where recognition or a response may be appropriate.
- **Complaints:** Expressions of dissatisfaction where a resolution is expected or legally required.
- **General Feedback:** Opinions or suggestions about our offerings that do not explicitly require a resolution.

How to Submit Feedback

Feedback can be provided through a variety of channels:

- **Website:** Use the feedback form on our brand websites or visit www.invocare.com.au/contact-us
- **Email:**
 - General Enquiries: info@invocare.com.au
 - Property Enquiries: property@invocare.com.au
 - Media Enquiries: media@invocare.com.au
- **Phone:**
 - Local locations
 - 02 9978 5200 (Monday to Friday, 9am–5pm)
 - 02 8745 7825 (7 days a week, 365 days a year)
- **In Person:** Speak directly with a Location Manager, Park Supervisor, or Park & Garden Manager.
- **Social Media:** Leave a review or comment on our official social pages.
- **Mail:** Send correspondence to Level 6, Building A, 1 Homebush Bay Drive, Rhodes NSW 2138.

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Our Commitment

- **Respect and Courtesy:** All feedback is handled with professionalism and empathy, regardless of its nature.
- **Transparency:** We keep you informed throughout the process, offering clear explanations for outcomes.
- **Continuous Improvement:** Feedback is used to identify areas where we can improve our services and performance.

Feedback Handling Process

1. **Receive:**
We welcome feedback from all customers and interested parties. Feedback can be provided through any of the channels mentioned above and recorded in our feedback management system.
2. **Acknowledge:**
We aim to acknowledge feedback promptly:
 - In Person/Phone: Confirmation sent via email
 - Email: Within 48 hours
 - Social Media: Within 48 hours
 - Website: Confirmation sent via email
3. **Assess:**
Feedback is reviewed to determine its nature and severity, allowing us to respond appropriately.
4. **Investigate:**
If needed, we conduct a thorough review to understand the issue and identify an appropriate resolution.
5. **Resolve:**
Our resolution timelines are:
 - General Feedback/Complaints: Within 10 business days
 - Escalated Complaints: Within 5 business days of escalationIf you've requested no contact, we will respect your wishes. If you do wish to be contacted, we'll update you as the investigation progresses and notify you if additional time is needed.
6. **Close:**
Once resolved, we close the feedback record and document all relevant information.
7. **Further Investigation:**
If you're not satisfied with the outcome or progress, you can request internal escalation. Upon receipt, we'll confirm and outline the review process and timeframe.

Contact Us

If you have any questions or need further assistance, please contact us through any of the feedback channels

- **Call:** Your local location, 02 9978 5200 (Monday to Friday, 9am–5pm) or 02 8745 7825 (7 days a week, 365 days a year)
- **Online:** www.invocare.com.au/contact-us
- **Write:** Level 6, 1A Homebush Bay Drive, Rhodes NSW 2138
- **In Person:** Visit the Location Manager, Park Supervisor or Park & Garden Manager at your local site.

Privacy

We are committed to protecting your privacy in accordance with our Privacy Policy.

You may choose to provide feedback anonymously or under a pseudonym. However, doing so may limit our ability to identify and assess your matter accurately, which could affect how we respond and resolve it.

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