



Customer Feedback and Complaints Handling Procedure

Ern Jensen Funerals is committed to providing our families with a funeral service that honours the life of your loved one.

Ern Jensen Funerals welcomes all feedback, be it complimentary, a complaint or general.

You can provide us with feedback in a number of ways:

1. Phone:

Call us directly on ph: +613 9480 1477

2. In writing:

Please outline your feedback including your contact details in writing and email or send to:

Email: preston@ejfs.com.au

Mail: Andrew Pinder (Managing Director)
6 Bruce Street
Preston 3072
Victoria Australia

3. In person:

By appointment at a mutually convenient time.

Our commitment to you is to listen to your feedback, act on issues where required and report back to you where necessary. We will also provide ways for you to contact us throughout any investigation process.

Ern Jensen Funerals is a member of Funerals Australia, the peak industry body with Member firms in every State and Territory. Funerals Australia requires its members to honour a strict code of ethics and conduct. If following further communication we are unable to reach a resolution, you may wish to refer your complaint to the Chief Executive Officer of the Funerals Australia via email: ceo@funeralsaustralia.org.au/complaints/ or phone: 03 9859 9966. More information about the Funerals Australia complaints handling procedure can be found here: <https://funeralsaustralia.org.au/complaints/>.

We recognise the value of feedback and we thank you for the time you've taken to provide us with this information.