

How We Handle Concerns and Complaints

*We are here to listen,
help and respond to
your concerns
respectfully.*



Our Process

1



Receipt of Your Enquiry

Your form will be reviewed upon receipt.

2



Review of Your Concern

The Cemetery Administrator will review the information provided and look into the matter.

3



Response

We aim to provide a response within 14 days of receiving your completed enquiry.

4



Resolution

Where appropriate, we will explain the outcome and any action taken.



To Help Us Help You

When submitting your enquiry, please provide as much detail as possible, including:

- **Grave number**
- **Deed number**
- **Photos** (if relevant)

This will help us to understand your concern and respond more quickly and accurately.



Respectful Communication

We understand that concerns relating to a cemetery can be deeply personal and emotional. We are committed to treating all enquiries with dignity, courtesy and respect.

We kindly ask that all visitors and those submitting enquiries treat cemetery staff with courtesy and respect. The College will not tolerate abusive, threatening, discriminatory or offensive behaviour towards employees, volunteers or contractors.

We will always seek to resolve concerns fairly, professionally and respectfully.



For cemetery enquiries, complaints and feedback please visit:

<https://www.oscott.org/cemetery>

We are unable to accept concerns or complaints in person, by phone or by email.

Or scan the QR code to go directly to the complaints page.

