
InvoCare

Feedback Management Policy

反馈管理政策

6 June 2022

2022 年 6 月 6 日

OUR COMMITMENT

我们的承诺

At InvoCare, we care deeply about the client families we support and believe they have the right to compassionate, honest, and fair treatment when dealing with us. We welcome all feedback and in the unfortunate event a customer has a complaint, we want to understand what went wrong so we can make amends where possible. InvoCare is committed to providing a simple and accessible feedback management process and to resolving complaints in an efficient and fair manner.

在 InvoCare，我们非常关心客户的家庭，我们认为他们应该得到富有同理心、诚实和公平的对待。我们欢迎所有反馈，如果遇到客户投诉，我们希望了解问题所在，并尽可能作出补偿。InvoCare 致力于提供简单易用的反馈管理流程，并以高效、公平的方式解决投诉。

FEEDBACK POLICY

反馈政策

InvoCare values all feedback, including complaints, and recognises it as an opportunity to improve our products and services. This document sets out our principles and process for the handling of feedback we receive about our products and services.

InvoCare 重视所有反馈（包括投诉），并将其视为改进我们产品和服务的机会。本文件列出我们处理有关产品和服务的反馈的原则和流程。

DEFINITIONS

定义

InvoCare categorises feedback using the below terms and definitions:

InvoCare 使用以下术语和定义对反馈进行分类：

Compliment: Expression of praise for our services or our people where recognition for the team may be expected or a response may be required.

称赞: 对我们的服务或我们的员工表达赞赏，可能期望得到团队的认可或需要回应。

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Complaint: Expression of dissatisfaction about our services or our people where a resolution is expected or legally required.

投诉: 对我们的服务或我们的员工表示不满, 并希望得到解决或有法律上的要求。

General Feedback: Commentary detailing a person's opinions or suggestions on our products and services and locations that does not explicitly require a resolution.

一般反馈: 详述个人对我们的产品、服务和地点的意见或建议, 无需明确的解决方案。

OUR GUIDING PRINCIPLES

我们的指导原则

- We make it easy, accessible and free to provide feedback, including compliments and complaints.
- 我们确保客户能够方便快捷地提供反馈意见(包括称赞和投诉), 且无需收取费用。
- We welcome all feedback and use it to improve our products and services.
- 我们欢迎所有反馈, 并藉此来改进我们的产品和服务。
- We handle all feedback in a fair and unbiased manner.
- 我们以公平和公正的方式处理所有反馈。
- We will assess feedback in a timely manner and involve the feedback provider and/or their representative in the process.
- 我们会及时评估反馈, 并确保反馈者和/或其代表参与到这个过程中。
- We review the information provided and listen carefully with respect to the views expressed.
- 我们审查所有反馈信息, 并认真听取所有反馈意见。
- We empower our people to resolve issues.
- 我们授权我们的员工解决问题。
- We provide updates as issues are investigated and include ways to contact us.
- 我们在调查问题时随时提供最新信息, 包括我们的联系方式。
- We provide clear reasons for our decisions and any remedies we deem fair and reasonable.
- 我们为我们的决定和我们认为公平合理的任何补救措施提供明确的理由。
- We escalate when requested or required and cooperate with external review bodies.
- 我们在接到需求或要求时进一步升级, 并与外部审查机构合作。
- We regularly review our feedback management policy and processes to ensure effectiveness in managing all feedback.

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- 我们会定期检讨反馈管理政策及流程，确保有效地管理所有反馈。

SUBMITTING COMPLIMENTS, COMPLAINTS OR FEEDBACK

提交称赞、投诉或反馈

We provide several ways to make a complaint or a compliment or to offer general feedback. You can provide feedback to us in person, via our websites, by telephone, mail, email or feedback survey.

我们提供几种方式来投诉、称赞或提供一般反馈。您可以通过亲自拜访、我们的网站、电话、邮件、电子邮件或意见调查向我们提供反馈。

Call: Your local location or 02 9978 5200

致电：您当地的机构或拨打 02 9978 5200

Online: On our websites, or on www.invocare.com.au/contact-us/

线上：我们的网站，或 www.invocare.com.au/contact-us/

Write: Level 5, 40 Mount Street, North Sydney NSW 2060

邮件：Level 5, 40 Mount Street, North Sydney NSW 2060

In Person: By visiting the Location Manager, Park Supervisor, or Park & Garden Manager at your local location

亲自拜访：拜访您当地的区域经理、园区主管或园区及园林经理

YOUR REQUIREMENTS

您的要求

There are a few things you can provide to assist us in reviewing your feedback efficiently, including:

您可以帮助我们高效地审查您的反馈，请您：

- a clear description of your complaint, compliment, or feedback
- 清晰描述您的投诉、称赞或反馈
- your desired outcome, if any;
- 告知您期望的结果（如有）；
- your contact information and preferred method of contact; and
- 提供您的联系信息和首选联系方法；以及
- any special requirements you have or any support needs.
- 详述您的任何特殊要求或任何支助需求。

We request that client families providing feedback treat our people with courtesy and respect and allow InvoCare enough time to resolve any issues.

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我们请求提供反馈的客户家庭以礼貌和尊重的态度对待我们的员工，并给予 InvoCare 足够的时间来解决任何问题。

OUR PROCESS

我们的流程

Our feedback management process is designed to ensure your feedback, including complaints is managed objectively, efficiently, and fairly.

我们的反馈管理流程旨在确保您的反馈（包括投诉）得到客观、高效和公平的处理。

Acknowledging Your Feedback

确认您的反馈

We will acknowledge all feedback, compliments, and complaints within 48 business hours.

我们将在 48 个工作日内确认所有的反馈、称赞和投诉。

We will typically do this by the same method you used to contact us or via your preferred method of contact if provided. We will provide you with a reference number and an expectation of the timeframe to resolve.

我们通常会以您联系我们的同一方式或通过您提供的首选联系方式来回复您的反馈。我们将向您提供一个参考号码和一个预期的解决时间。

Initial Assessment

初步评估

When you lodge feedback with us, we will complete a review to confirm that it is within our control, consider the outcome sought, and assess the severity and urgency.

收到反馈后，我们将完成审查，确认反馈问题在我们的控制范围内，考虑期望结果，并评估反馈的严重性和紧迫性。

All feedback including compliments and complaints will go through an assessment process, however general feedback and compliments may not always undergo an investigation and resolution.

所有反馈（包括称赞和投诉）都会经过一个评估流程，但是一般反馈和称赞不一定会经过调查或不解决。

We provide all feedback to the teams that served you and also to our Regional, State & General Managers to enable us to recognise their efforts and continually improve our service to customers.

我们将把所有反馈意见提供给服务您的团队，同时也提供给我们的区域经理、国家经理和总经理，以便认可我们团队的努力并不断改进我们对客户的服务。

Investigation

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调查

We aim to resolve your complaint on first contact. If this is not possible, we will undertake an investigation into your complaint. We will reach out to you if we require additional information during our investigation. The time we spend investigating a complaint will depend on its seriousness and complexity, but we aim to resolve all complaints within 10 business days.

我们的目标是第一时间解决您的投诉。如果无法第一时间解决，我们将对您的投诉进行调查。如果我们在调查过程中需要更多的信息，我们将会联系您。我们调查投诉的时间将取决于其严重性和复杂性，但我们的目标是在 10 个工作日内解决所有投诉。

We will keep you up to date as the investigation progresses and will advise if we believe additional time is required to resolve.

我们将向您提供有关调查进展的最新信息，如果需要更多时间解决反馈，我们将会通知您。

We will take reasonable steps to ensure you are not adversely affected because a complaint is made by yourself or on your behalf.

我们将采取合理措施，确保您不会因您本人或代表您的人提出投诉而受到不利影响。

Resolution

解决方案

Following consideration of the complaint and any investigation into the issues raised, we will contact you with the outcome of the complaint, any actions that we took and any proposed remedy or resolutions.

在对投诉进行审议和对提出的问题进行调查后，我们将与您联系，说明投诉的结果、我们采取的任何行动以及任何建议的补救措施或解决方案。

Further Investigation

深入调查

If you are not satisfied with the outcome of your complaint or are unhappy with the way your complaint has been handled, you can request that your complaint is escalated internally. You can also request escalation if you are unhappy with the progress or handling of your complaint prior to resolution.

如果您对投诉结果，或对投诉的处理方式不满意，您可以要求将投诉进行内部升级。如果您对解决投诉前的进展或处理方式不满意，也可以要求升级。

Upon receiving your request to escalate, we will contact you to confirm the review and timeframe.

收到您的要求后，我们将与您联系，以确认审查和时间表。

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