

## NFDA Code Of Practice

### **OBJECTIVES**

This Code of Practice has been developed for Funeral Companies/Businesses who are full or corporate members of the National Funeral Directors Association of Australia Ltd.

The Code provides a model of best practice for Funeral Directors in relation to:

- The supply of funeral goods and services; and
- Funeral practices, including the storage, handling and treatment of deceased persons.

#### ***Part 1 of the Code (This Code of Practice Administration Document)***

Outlines how the Code will function and be administered, and covers:

- Who will be subject to the Code.
- How the Code will function and be administered.
- A process for complaints and grievances to be raised; and
- Consequences of non-compliance.

#### ***Part 2 of the Code (Members Code of Practice Brochure)***

Details the model of best practice signatories are expected to adhere to in relation to:

- The clients they serve.
- The deceased persons entrusted to their care.
- The people they employ.
- The auxiliary providers they interact with; and
- The community in which they operate.

The Code aims to encourage Funeral Directors to comply with a high level of professional service and conduct and informs consumers as to the standards they are entitled to expect from the Signatory members of the NFDA, and provides a process for complaints/grievances to be raised.

### **Conflict with Legislation**

Where there is any conflict or inconsistency between the code and any Commonwealth or State legislation or regulation, the legislation or Regulation will prevail to the extent of the conflict or inconsistency.

## **1. APPLICATION OF THE CODE**

This Code will apply to all Funeral Businesses who are full 'Funeral Director' members of the NFDA.

To become a signatory of the Code, a Funeral Business must complete the Application form set out in this document.

When the Funeral Business adopts the code, it must undertake that all its affiliate companies are noted on the Application and are also bound by the provisions of the code.

### **Signatory's Staff**

All Signatory members of the code undertake to ensure their staff are conversant with the requirements and operation of the code and any amendments that may occur, when they occur.

Members shall not develop logo's, insignia or literature proclaiming or certifying themselves to be a signatory to the code, outside those authorised by the NFDA Board.

## **2. CODE ADMINISTRATION**

The Code will be administered by the NFDA Board of Directors

## **3. ROLE OF THE BOARD IN RELATION TO THE CODE**

The Board shall Monitor and Manage the operation of the Code.

The Board may develop, own, and licence to signatories; logos, insignia, literature or other material, which proclaim or certify an organisation or individual to be a signatory to the code.

The Board shall Promote the Code to the Community.

The Board shall report to NFDA Members and its signatory members on the operation and promotion of the code on an annual basis.

The Board shall Process, and Adjudicate on Complaints made in relation to the code.

## **4. CONSEQUENCES OF NON-COMPLIANCE**

Upon considering the details of a consumer complaint or alleged breach of the Code, the NFDA Board, acting fairly and in good faith, may;

- Determine the complaint is unfounded and take no further action (see section 5)
- Require a Signatory to issue a formal apology to any person aggrieved by the signatory's conduct or omission;
- Require a Signatory to carry out appropriate action designed to address the complaint and/or breach, and minimize potential reoccurrence;
- In serious cases, suspend, for a specified period, a signatory from membership of the NFDA.  
During any such period of suspension, the signatory shall remain bound by the operation of the Code.

## **5. NO ACTION**

In the event a complaint is found to be unjustified or unfounded by the board, no further action will be taken, and the Secretary will notify the complainant and the Signatory.

## **6. OPT OUT**

A Signatory Funeral Business who opts out of being a signatory of the Code will resign their company's membership of the Association at that time.

## **CUSTOMER COMPLAINT PROCEDURE**

The Complaint must be made in writing (either in hard copy or electronic form)

1. It must include the name and address of the Complainant.
2. It must be dated.
3. It must specify the particular issue/s of concern.
4. It must include the relevant funeral details and date of the service.
5. It must specify what the client family would like to occur as a result of the complaint.
6. It may only be accepted if the complaint is signed by the person who signed the authority (The Client) engaging the Funeral Company. Complaints from those other than the Client may be considered by the Board at the Board's discretion, based on the seriousness of the complaint.

Complaints under the Code of Practice must be addressed to:

**The President  
National Funeral Directors Assoc.  
Australia Ltd  
c/o The Secretary  
PO Box 101  
Lauderdale TAS 7021**

The Secretary will acknowledge receipt of the complaint within a maximum of 30 days of receiving the complaint.

The complaint will be considered by the Board of the National Funeral Directors Association Ltd. The Board will make all necessary investigations which will include seeking a response and/or submission from the signatory against whom the complaint is made.

Following consideration and adjudication of any complaint, the Secretary will notify both the Complainant and the Member of the Board's findings.

## DEFINITIONS

<b>Authority Form</b>	Means the document signed by the client authorising the FuneralDirector to handle the Funeral arrangements on behalf of the family
<b>Customer Complaint Procedure</b>	Means the Process set out in this Code.
<b>Client</b>	Means the individual who has ordered a Funeral and signed the 'Authority Form'
<b>Code</b>	Means this code
<b>Complainant</b>	Means an individual or family raising a dispute for determination by the NFDA Board
<b>Dispute</b>	Means any dispute between a signatory to the code and a member of the public
<b>Funeral Director</b>	Means a Funeral Director operating a Funeral Business.
<b>Funeral Business</b>	Means a company, partnership or organisation with a principle focus on arranging, organising and facilitating funerals.
<b>NFDA</b>	Means the National Funeral Directors Association of Australia Ltd.
<b>Signatories</b>	Means those Full Members of the NFDA who are Signatories to the NFDA Code of Practice and are therefore bound by the provisions of the code.