

# What are your rights when you pay for a funeral service?

***At Merritt Funeral Services we aim to give you the best service possible to ensure your loved one's funeral is conducted in a professional and caring manner and meets your expectations.***

***Please contact us immediately if you have any concerns regarding our service and the treatment you have received during this very sad time.***

***We greatly appreciate your communication and endeavour to rectify your concerns as quickly as we can to minimise your grief.***

***This will help us to ensure that we improve in our service and offer the families a compassionate and dignified experience.***

When you pay for a funeral, you have a right for the service you get from the funeral director to be carried out:

- with reasonable care and skill
- within the time agreed or at a reasonable time if no time has been agreed
- at the cost agreed or at a reasonable cost if no cost has been agreed.

If you've agreed a price with the funeral director, they shouldn't charge you more than this unless they discussed it with you first and agreed a new cost.

If the funeral director deliberately misled you about the cost of the funeral, they may have broken the law and you should contact their Association, Consumer Affairs (they may assist if it meets with the Dispute Services Section)

More about [your options if you're unhappy with a service](#).

## **How to make a complaint**

If you have a complaint, speak to the funeral director at Merritt Funeral Services, 03 5825 1651, 10-16 MacIsaac Rd, Mooroopna, [info@merrittfuneralservices.com.au](mailto:info@merrittfuneralservices.com.au), and put your concerns in writing so that both the parties are clear about the issues involved and the outcome sought. Allow 21 days for the funeral director to respond to your concerns. If they are a member of a professional association, check the association's code of practice to see the standard of service you should expect and

contact them if you don't receive a satisfactory response, within the time allocated, to achieve your desired outcome.

If you don't get a satisfactory response to your complaint, you might be able to complain to a professional association, if the funeral director is a member of one. They may have an arbitration or conciliation scheme which can sort out the problem.

- the trader is not a member of a trade association with a conciliation or arbitration scheme, you can contact Consumer Affairs, 1300 55 81 81 (although you have another option of contacting the [Financial Ombudsman Service](#) if you originally paid the disputed amount by credit card, debit card or credit agreement).
- Finally, after all other options are investigated you may wish to see legal advice.