

## COMPLAINTS AND INTERNAL DISPUTE RESOLUTIONS PROCESS Effective 1 January 2020

### How can we help

Wangi Shores Retirement Village (WSRV) aims to provide a relaxed environment with happy residents, and to ensure that the village operates to a high standard for those who live within our village.

So that you (or a person representing you) have the opportunity to make your complaint or dispute known, the village has a Complaints and Dispute Resolution process as set out herein. This facility is easy to access should you have the need to lodge a complaint. Residents (or a person acting on a resident's behalf) are encouraged to raise any concerns and the Operator and Management of WSRV support the effective resolution of any complaint or dispute raised.

The process set out herein applies to both:

1. Resolution of complaints made by (or on behalf of) residents of WSRV; and
2. Resolution of internal disputes between a resident and the Operator (Wangi District Workers' Club Ltd), or between two or more residents of WSRV.

Types of complaints or internal disputes that are covered under this process are, general complaints or disputes, concerns regarding non-compliance of village rules and general complaints or disputes related to material items.

Types of complaints or disputes that are not covered under this process are those involved in legal processes or those that fall under criminal offences such as certain types of harassment. Such matters beyond the scope of this complaints and internal dispute resolution process should be referred by you to the appropriate authority, such as the police for criminal matters (by calling 000 for emergencies or crime stoppers on ph. 1800 333 000 for less urgent issues) or such as

The Australian and Human Rights Commission via:

GPO Box 5218, Sydney NSW 2001

Email: [infoservice@humanrights.gov.au](mailto:infoservice@humanrights.gov.au)

Phone: 1300 656 419

Resolution outcomes of complaints and internal disputes will depend on the nature of the concern.

## Using our complaints and internal dispute resolution process

To deal with your complaint or internal dispute, we have the following resolution process:

### 1. How to lodge a complaint or notify a dispute for resolution

In the first instance, you should notify Management of WSRV of your complaint or dispute.

You can raise your issue with the Management (currently Cathy Ware) by either:

- Meeting with Management to notify and lodge your complaint or dispute. Generally, Management is located in the administration office and are available on weekdays between 9am to 4pm; or
- If you prefer, completing the Complaints and Disputes Resolution Form (copy attached). This form is provided for your assistance only and further copies are available from our administration office.

A completed Complaints and Internal Disputes Resolution Form should be marked ***“private and confidential”*** and returned to Management via post or email to the following administration contacts:

Attention Management

Wangi Shores Retirement Village

11 Dobell Drive

WANGI WANGI NSW 2267

Email: [admin@wangishores.net.au](mailto:admin@wangishores.net.au)

Your complaint or dispute will be handled respecting the privacy of the residents or persons involved. Management and the Operator of WSRV will only act on your complaint or dispute with your consent.

### 2. Acknowledgment of Complaint or Internal Dispute

We will enter the complaint or dispute in our internal register as we are required to maintain and acknowledge receipt within 5 working days.

We are required to record pursuant to the Retirement Villages Amendment (Rules of Conduct for Operators) Regulation 2019 [NSW] details of any complaint or internal dispute raised, including:

- Details of the complaint or internal dispute
- Name and contact details of each resident concerned
- Date the complaint or dispute was raised
- Details of action taken in response and contact details of staff involved in handling the complaint or dispute
- Outcome

We endeavour to resolve your issue as promptly as possible.

### 3. Investigation

Within 14 days of your complaint or dispute being lodged:

- (a) Management may, if appropriate, or if your complaint or dispute is not in writing, provide you with a summary of our understanding of your concerns raised, confirm our understanding of the outcome you have advised that you are seeking and the steps that Management proposes to take and timing of such.
- (b) With your consent, Management will investigate the complaint or dispute including reviewing any documents you provide and interviewing staff (where relevant).
- (c) Where the lodged complaint or dispute is made between residents of WSRV, with the complainant resident's consent, we will contact the other resident in writing to advise them of the subject of your complaint/dispute and request a response from them within 14 days of our correspondence.

### 4. Next steps – Response and Facilitating

Within 28 days of the complaint or dispute being lodged, Management will:

- (a) Provide you with an update of the status of the matter;
- (b) Where the complaint or dispute is raised by you about the Management or Operator of WSRV:
  - (i) you will be advised in writing of the outcome of the investigation by Management and any action proposed to be taken to address the subject of the complaint/dispute; or
  - (ii) where further investigation is required, the date by which Management will be in a position to provide a response of the type set out in subclause (i).
- (c) Where the lodged complaint or dispute is made between residents of WSRV, and the resident the subject of the complaint/dispute has provided a written response, with their consent, Management will notify you of the resident's response to your complaint/dispute.

Management may facilitate a meeting between you and the other resident the subject of your complaint/dispute, if you both agree to attend a meeting.

Management will endeavour to assist with resolution of the complaint or dispute (and advise you of an expected resolution date where possible) within 60 days from the date of lodgement of your complaint or internal dispute.

### 5. Escalating a complaint or dispute

If Management is unable to handle your complaint or dispute or the subject matter requires escalation, Management will refer your complaint to the Operator.

We will endeavour to contact you within 5 working days of the matter being referred to the Operator and the person(s) who will be the liaison handling the matter on behalf of the Operator (whether the CEO of Wangi District Worker's Club Ltd or another board member or representative).

The Operator will address the above steps of the resolution process in place of the Management.

## 6. External Resolution

If your complaint or dispute has not been resolved to your satisfaction, you can lodge your dispute with the NSW Fair Trading or the NSW & Civil Administrative Tribunal (NCAT). NSW Fair Trading or NCAT provide fair and independent dispute resolution services to consumers:

NSW Fair Trading  
PO Box 972  
Parramatta 2124  
Phone: 9895 0111

NCAT  
Level 1, 175 Scott St, Newcastle  
Email: [ccdnewcastle@ncat.nsw.gov.au](mailto:ccdnewcastle@ncat.nsw.gov.au)  
Phone: 1300 006 228

### Complaints and Internal Dispute Register

Our Complaints and Internal Dispute Register will be updated accordingly showing the result/outcome of the complaint or dispute. This data will be reviewed annually to monitor our organisational processes and refine or modify our resolution process where required.

### Privacy Statement

Any information provided will be treated as private and confidential and will remain held on file at Wangi Shores Retirement Village.

### Complaints and Internal Disputes Resolutions Procedure Review

Wangi Shores Retirement Village will refer to the Complaints and Internal Dispute Register and will review each of the above processes every 2 years.

*(Wangi Shores Retirement Village also holds on file an internal Complaints & Disputes Handling Policy & Procedure for staff.)*