

Complaint & Internal Dispute Resolution Procedures

January 2020

Treeview Estates (Treeview) recognises that receiving suggestions, concerns, comments, complaints, and compliments is a fundamental element of a robust Quality Management System. All forms of feedback enable Treeview to measure resident satisfaction and to improve its facilities and services. Treeview promotes the right of individuals to raise concerns and/or provide suggestions and responds positively to all forms of feedback.

Treeview manages all feedback through:

- a commitment by everyone in the organisation to the right of individuals to deliver feedback either directly or through their representatives;
- maintaining a collaborative relationship with the Residents Committee;
- complaints being accepted seriously and with respect;
- ensuring a complainant's confidentiality;
- the prompt investigation and resolution of complaints;
- the provision of opportunities for all parties to participate in the complaint resolution process; and
- the organisation and its employees being accountable for actions and decisions taken as a result of a complaint.

Lodging Feedback

You are welcome to lodge feedback by:

- a) responding to questionnaires and surveys;
- b) attending resident forums;
- c) using the *Your Opinion Counts* forms, located in the Lifestyle Centre;
- d) contacting the Village Office or the ARP Director in person, in writing or via email on the contact details below; or
- e) contacting a member of the Residents Committee to act on your behalf.

Contact Details

Contact	Phone	Email
Village Office	02 6352 4805	office@treeview.com.au
ARP Director	0412 411 325	laurelle@arpr.com.au

Complaints Resolution

Who can make a complaint?

Any resident or someone acting on behalf of a resident, such as a family member or the Resident Committee can make a complaint.

What types of complaints are covered by this process?

This process covers complaints from a resident directed at the village operator. The types of issues covered by our complaint resolution process include, but are not limited to:

- the levels of service provided
- employee performance or approach
- the standard of repairs, maintenance and facilities provided
- residents budget
- fees and charges
- village rules
- marketing processes

Complaint Resolution Process

Step	Process
Make Complaint	<ol style="list-style-type: none"> 1) Lodge your complaint using one of the options available. 2) Your complaint will be recorded and acknowledged within three (3) business days, although usually the Operations Manager will attempt to contact you earlier to discuss your issue, collect any additional information and try to resolve the issue. 3) You are encouraged to provide factual information and where necessary you may be asked to put your concerns in writing.
Manage Complaint	<ol style="list-style-type: none"> 4) Your complaint will be investigated by the Operations Manager, who will attempt to resolve your issue within 21 days. 5) We will keep you informed of the investigation process including any potential delays in the process and you are welcome to contact us at any time for an update. 6) We will maintain your privacy and confidentiality in accordance with our Privacy Policy.
Take Action	<ol style="list-style-type: none"> 7) We will discuss the results of our investigation and any proposed action with you. 8) Any action taken may include, where necessary, procedural changes, training, disciplinary or other measure to prevent a reoccurrence of a similar issue.
Resolution	<ol style="list-style-type: none"> 9) If you are satisfied with the proposed resolution the matter will be closed. If the matter is not resolved to your satisfaction you may choose to activate our Internal Dispute Resolution Process.

Internal Dispute Resolution

What is an internal dispute?

An internal dispute may arise when a complaint from a resident, directed at the village operator, has not been resolved to the resident's satisfaction or there is a disagreement between two (2) or more residents.

How can disputes be resolved?

Often the quickest and easiest way to solve a dispute, between you and the operator or between you and another resident, is to discuss the problem in person with the Operations Manager or the other resident.

It helps to discuss your concerns and explain the issues with the other party. Let the other party express their concerns and position and try to come to a mutual agreement.

Dispute Resolution Process

Step	Process
Manage Dispute	<ol style="list-style-type: none"> 1) If mutual agreement is unable to be reached your issue will be referred to the ARP Director. The ARP Director will attempt to resolve the issue within 21 days. 2) The ARP Director will review the details of the dispute and any investigation already conducted. They are also available to mediate a disagreement between residents. 3) We will keep you informed of the process including any potential delays and you are welcome to contact us at any time for an update.
Resolution & Action	<ol style="list-style-type: none"> 4) After reviewing the details of the dispute, the ARP Director will decide on the next appropriate course of action which may include amending any earlier course of action or engaging the Residents Committee to help mediate the dispute. 5) The ARP director may continue to advocate for any courses of action previously determined by the Operations Manager.
External Resolution Options	<ol style="list-style-type: none"> 6) Should the dispute not be resolved by internal means the ARP Director may use the following external means to attempt to resolve your dispute: <ol style="list-style-type: none"> i) engage an independent dispute resolution service or mediator to assist in resolving the matter such as Community Justice Centre; ii) refer the dispute to the Retirement Living Council Code of Conduct Administrator to arrange external independent dispute resolution services; iii) use the NSW Fair Trading retirement village complaint service; or iv) lodge an application with NSW Civil and Administration Tribunal

	<p>7) You are also welcome to use the following external agencies and services to help resolve the dispute.:</p> <ul style="list-style-type: none">i) NSW Fair Trading who have a complaint and mediation service; 13 32 20 / www.fairtrading.nsw.gov.auii) Retirement Village Council Code of Conduct Administratoriii) seek legal advice either via your lawyer or a retirement village specialist advocacy service, such as: LawAccess NSW: 1300 888 529 / www.lawaccess.nsw.gov.au Seniors Rights Service: 1800 424 079 / www.seniorsrightservice.org.auiv) lodge an application with NSW Civil and Administration Tribunal 1300 006 228 / www.ncat.nsw.gov.au
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Further Notes

Please note the following:

- 1) Anonymous complaints will be accepted but acknowledgement and action may be limited if the complainant cannot be identified.
- 2) Both residents and village operators can lodge complaints with NSW Fair Trading. Fair Trading can provide complaint resolution assistance for minor disputes. When an agreement is reached, Fair Trading can help draft a written agreement. There is no fee for this service.
- 3) NSW Fair Trading also provide a mediation service or may refer you to the NSW Civil and Administration Tribunal for more complex matters.
- 4) The Tribunal is an independent decision-making body, which hears and decides on applications for orders from both residents and village operators. The Tribunal can make enforceable orders to resolve a dispute whereas NSW Fair Trading cannot. There is an application fee for this service.