

Complaints and Disputes Management Policy

1. Commencement

The Complaints Management Policy was reviewed and adopted by the Committee of Management at the meeting dated 13 July 2026.

2. Commitments

Pursuant to the Retirement Villages Act 1986 and the Retirement Villages (Records and Notices) Regulations 2015, the management of Tarrangower Village (COM) is required to establish and maintain a procedure for dealing with complaints made by residents against COM or by residents against other residents.

The Tarrangower Village COM acknowledges that people have a right to make complaints and undertakes to ensure complaints are managed fairly, quickly and professionally.

Tarrangower Village COM will make sure:

- residents are given help to make their complaint.
- residents are not disadvantaged or treated unfairly after they make a complaint.
- it deals with complaints quickly and fairly.
- complaints are recorded and reported on to help the COM provide better services and fulfill their legislated obligations.

3. The Complaints Management Policy availability

This Policy is available in the Resident Handbook, the community room noticeboard and on the Tarrangower Village website.

4. Scope

The Complaints Management Policy applies to:

- Complaints against the Committee of Management
- Complaints against another resident

5. Receiving complaints against the Committee of Management

Residents can make a complaint by:

- contacting the President or Secretary of the Residents Committee
- completing the internal/dispute resolution form which is outlined in this document and forwarding it to the President of the COM.
 - Mail: P O Box 61 MALDON Vic 3463
 - Email: president@tarrangowervillage.com.au
- Seeking assistance from Consumer Affairs Victoria
- Seeking assistance from the Victorian Civil & Administrative Claims Tribunal
- Seeking assistance from VicAssist Retirement Village
- Using another external service for dispute resolution
- If a complaint is made on a person's behalf the COM will check that the person is happy for the COM to respond directly to their representative.

Acknowledging complaints

- The COM shall let residents know they have received their complaint within two days either verbally or in writing

How your complaint will be handled

If your complaint is against management, we will:

- Provide you with a written summary of our understanding of your complaint and the outcome you seek, within 14 days from the date of receipt of your complaint.
- Investigate the complaint by interviewing any relevant persons and reviewing any documents you have provided to us; and
- Within 14 days of receiving your complaint, advise you in person, and in writing, of the outcome of our investigation, and any action which we propose to take to address your complaint.

6. Receiving Complaints against another resident

People can make a complaint by:

- You may speak directly with the resident yourself and attempt to resolve the dispute.
- You may use the internal complaint/dispute resolution procedure outlined in this Policy.
- You may seek the assistance of the residents' committee by contacting the Residents' Committee President or Secretary to try and resolve the matter.
- If none of the above are successful or you do not feel comfortable using those avenues, then you may seek assistance from Consumer Affairs Victoria.

Limitations on Management's ability to act to resolve a complaint or dispute

If you choose to use the internal complaint/dispute resolution procedure, you should note that Management cannot take any action to resolve the dispute, either in respect to a complaint against management or between residents, if:

- All the relevant parties do not consent to Management's involvement; or
- The dispute is already being dealt with by the Village Residents' Committee; or
- The dispute involves violence. **Disputes involving violence will be immediately referred to Victoria Police.**
- The action would be inconsistent with any other law or the provisions of any contract between the resident making or residents involved in the dispute and Management.

How your complaint will be handled

On receipt of a complaint against another resident the COM will:

- Provide you with a written summary of our understanding of your dispute with the resident and the outcome you seek within 14 days from the date of receipt of your complaint.
- With your consent, advise the other resident of your complaint and request that they provide us with a response to your complaint within 14 days.
- If the other resident agrees to provide a response, and that response is received we will, with that resident's consent, notify you of their response. With your consent, we may further investigate the dispute by interviewing other relevant persons.
- We may facilitate a meeting between you and the other resident to attempt to resolve the dispute, if you both agree to attend the meeting.

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- We will advise you in person and in writing of the outcome of our investigation, including the outcome of any meeting between you and the other resident. If we do not believe the dispute can be resolved through our assistance, we will advise you of this and suggest you seek external assistance or the assistance of the Village Residents Committee.

7. Committee of Management Obligations

Management is required by law to record and report on complaints and disputes, including details of all actions taken and correspondence in relation to the complaint or dispute.

Complaints or Disputes resolved within 72 business hours:

The COM is not obliged to keep detailed ongoing records. However, they must still keep a record of your complaint, the date the complaint was made, the names of the parties to the dispute and the nature of the problem and the outcome or action taken.

Complaints or Disputes NOT resolved within 72 business hours:

The Committee of Management must:

- (a) establish a separate physical file or electronic file for each management complaint and each resident dispute in the village; and
- (b) immediately record in the file—
 - (i) the date the file was opened; and
 - (ii) the name and address of the resident raising the complaint or dispute; and
 - (iii) contact details for the resident or the resident's representative; and
 - (iv) whether the matter was raised orally or in writing; and
 - (v) whether the matter is a resident dispute or a management complaint; and
 - (vi) detailed particulars of the dispute or complaint; and
 - (vii) copies of any correspondence or other documentation given to the COM by the resident.

The Committee of Management must, as soon as practicable, place in the file a dated copy of written advice to the resident summarising their understanding of the matter to be resolved, the steps the COM intends to take and the date by which they will advise the resident further.

The Committee of Management must, as soon as practicable after each subsequent occasion on which they advise the resident of—

- (a) their understanding of any relevant issues to be resolved; or
 - (b) steps the COM intends to take or has taken; or
 - (c) the date by which the COM will advise the resident further—
- place in the file a dated copy of the advice or, if the advice was not in writing, a detailed description of the advice.

The Committee of Management must, as soon as practicable after the relevant event, place in the file as applicable—

- (a) file notes of every action taken by them to resolve the complaint or dispute; and
- (b) copies of all correspondence or other documentation received or sent by them in relation to the complaint or dispute; and
- (c) either a copy of—
 - (i) written notification given to the resident that the COM regards the dispute or complaint as resolved and setting out the details of its resolution; or
 - (ii) where the COM has concluded that the dispute or complaint cannot be resolved, a copy of written notification of this to the resident, setting out the

reasons and advising the resident that they may contact Consumer Affairs Victoria, VicAssist for assistance or seek independent legal advice.

The Committee of Management must retain the file for 7 years from the date the complaint or dispute is recorded.

Management is also required to report to the annual general meeting of residents on the following matters:

- the nature of any dispute or complaint and the action taken to resolve the complaint or dispute.
- the number and types of complaints or disputes handled in the year.
- action taken to resolve the complaints or disputes and their outcomes.
- any changes made or proposed to address any issues identified as requiring a broader response.

To maintain confidentiality of any parties concerned in a complaint or dispute these reports will be general in nature and will not identify individual persons nor provide any specifics about the complaint or the outcome achieved.

8. External Contacts

Consumer Affairs Victoria (CAV) Exhibition Street Melbourne GPO Box 123 Melbourne Vic 3001 Telephone: 1300 55 81 81 www.consumer.vic.gov.au	Victorian Civil & Administrative Claims Tribunal (VCAT) 55 King Street Melbourne Vic 3000 GPO Box 5408CDC Melbourne Vic 3001 www.vcat.vic.gov.au
VicAssist Retirement Villages Phone: 1300 528 994 Online form: https://forms.consumer.vic.gov.au/dscv-rv Further information www.vic.gov.au/how-retirement-village-conciliation-works	

Dispute Resolution Form – Other Resident

Your Details

Name: _____ Date _____

Telephone _____ Mobile: _____

Other Resident Details

Details of other resident

Name _____

Nature of Complaint or Dispute

What is the Resolution you seek:

For Office Use Only

Date Received _____ Was the complaint written or oral _____

Date the resident was provided with a written summary of matter _____

Date the resident was advised of steps taken by COM. Please attach copy _____

Was the matter resolved? YES/NO. Attach copy of resolution.

Reported at AGM YES/NO

Dispute Resolution Form – Management

Your Details

Name: _____ Date _____

Telephone _____ Mobile: _____

Nature of Complaint or Dispute

What is the Resolution you seek:

For Office Use Only

Date Received _____ Was the complaint written or oral _____

Date the resident was provided with a written summary of matter _____

Date the resident was advised of steps taken by COM. Please attach copy _____

Was the matter resolved? YES/NO. Attach copy of resolution.

Reported at AGM YES/NO