CARRUM DOWNS RETIREMENT VILLAGE – 1/5/2026

DISPUTE RESOLUTION PROCEDURE

1. Purpose

Carrum Downs Retirement Village is committed to providing a safe, respectful and harmonious living environment for all residents.

This Dispute Resolution Procedure explains how residents can raise complaints or disputes, how the Village will respond, and what steps are available if a matter cannot be resolved internally.

The procedure aims to ensure that all complaints and disputes are handled fairly, respectfully, promptly and transparently.

2. Scope

This procedure applies to complaints and disputes involving:

- Village management and staff.
- Village facilities, services and maintenance.
- Village rules and their application.
- Concerns about the conduct of other residents.
- Disagreements between residents.
- Other matters relating to the operation and management of the Village.

3. How to Raise a Complaint or Dispute

Residents are encouraged to raise concerns as early as possible so that an appropriate resolution can be sought.

A complaint or dispute may be raised verbally or in writing.

Residents may submit a written complaint to the Village Manager or the designated complaints contact person.

Where appropriate, residents may initially discuss the matter informally with the person concerned or with Village management.

Residents are not required to resolve a matter informally before making a formal complaint.

When lodging a complaint, residents should provide, where possible:

- A description of the concern or dispute.

- The date and location of the incident, if applicable.
- The people involved.
- Any relevant supporting information.
- The outcome or resolution they are seeking.

4. Acknowledgement and Assessment

Upon receiving a complaint or dispute, Village management will:

1. Record the complaint or dispute in the appropriate register.
2. Acknowledge receipt and explain the next steps.
3. Assess the nature and urgency of the matter.
4. Determine what action or investigation is appropriate.
5. Advise the resident of any further information required.

Complaints involving safety, harassment, serious misconduct or other urgent matters will be prioritised appropriately.

5. Investigation and Resolution

Village management will take reasonable steps to investigate and resolve complaints fairly and impartially.

Depending on the circumstances, this may involve:

- Speaking with the resident who raised the complaint.
- Speaking with other relevant parties.
- Reviewing relevant documents or records.
- Seeking additional information.
- Facilitating a discussion or mediation where appropriate.
- Identifying reasonable actions to address the issue.

All parties will be treated respectfully and given an appropriate opportunity to provide relevant information.

Information about a complaint will be handled sensitively and shared only as appropriate for resolving the matter and meeting legal obligations.

6. Communication with Residents

Village management will keep the resident who raised the complaint informed about the progress of the matter, subject to privacy and confidentiality requirements.

Once the matter has been assessed, the resident will be advised of:

- The outcome of the complaint.
- Any action that will be taken, where appropriate.
- Any reasons the requested outcome cannot be provided.
- Available options if the resident remains dissatisfied.

Where a matter cannot be resolved promptly, management will advise the resident of the expected next steps and any anticipated delay.

7. Disputes Between Residents

Where a dispute arises between residents, Village management may assist the parties to reach a mutually acceptable resolution.

Depending on the circumstances, this may include:

- Encouraging respectful communication.
- Discussing the concerns separately with the parties involved.
- Facilitating a meeting where appropriate.
- Suggesting mediation or another suitable dispute resolution process.

Village management will act impartially and will consider the rights, privacy, safety and reasonable expectations of all residents.

Residents are expected to treat one another with courtesy and respect.

8. If the Matter Is Not Resolved

If a resident is dissatisfied with the outcome or believes the complaint has not been adequately addressed, they may request a further review by the Village Manager or another appropriate representative of the operator.

Residents may also seek independent advice or assistance from the relevant external organisations.

These may include:

Consumer Affairs Victoria Provides information and assistance about retirement village rights and disputes.

Website: https://www.consumer.vic.gov.au

VicAssist Retirement Villages Provides information and conciliation services for eligible retirement village disputes.

Website: https://www.vic.gov.au

Victorian Civil and Administrative Tribunal (VCAT) May be able to determine certain retirement village disputes within its jurisdiction.

Website: https://www.vcat.vic.gov.au

Residents may seek independent advice at any stage of the process.

9. Protection of Residents

Residents are entitled to raise complaints and disputes in good faith without being unfairly disadvantaged for doing so.

Village management will treat complaints seriously and will not tolerate intimidation, harassment or victimisation in response to a resident raising a genuine concern.

Residents should be treated fairly and respectfully throughout the dispute resolution process.

10. Record Keeping

Village management will maintain appropriate records of complaints and disputes in accordance with applicable legal requirements and privacy obligations.

Records may include:

- The date the complaint was received.
- The nature of the complaint.
- The parties involved, where appropriate.
- Steps taken to investigate and resolve the matter.
- Communications with the parties.
- The outcome and any follow-up actions.

Records will be securely maintained and accessed only by authorised persons.

11. Review of the Procedure

This procedure will be reviewed periodically and updated when necessary to reflect changes in legislation, regulatory guidance or the Village's operational requirements.

The current procedure will be made available to residents in accordance with applicable Victorian retirement village requirements.

12. Contact Details

Village: Carrum Downs Retirement Village

Village Manager: Deborah Metcalfe.

Primary complaints contact: Deborah Metcalfe.

Alternative complaints contact: Deborah Metcalfe.

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Document Control

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