

Complaints and Dispute Process

I wish to make a complaint about another resident

If possible, approach the other resident(s) and politely inform them of the issue at hand, potentially via email, letter or in-person. Be sure to introduce yourself and make it known you are seeking a peaceful resolution.

If you don't feel comfortable with this route, you could contact your Village Manager to assist, provided the complaint relates to one of the following:

- A breach of the Village Rules or a Resident Contract, or
- the harassment, intimidation or the safety of a resident.

Your Village Manager may attempt to facilitate a resolution that depends on your village's complaints management, some common options for mediation include:

- A meeting between the parties concerned,
- an investigation into the complaint, or
- provision of a formal response to the other party.

If you are not satisfied with the complaints handling process, this is where the Code comes in and you can forward your concerns to the Code Administrator, note **the Code does not endeavour to resolve resident-to-resident complaints, only the complaints handling process.**

I wish to make a complaint about the Village Operator

The first step is to approach the Village Manager to share your concerns politely, you can do this in person, over the phone or via email.

Be sure to explain the issues clearly and if possible supply something in writing.

If you are unsatisfied with the result after working through your village's complaints process with the Village Manager you can choose to escalate the issue.

By approaching higher management in your Village Operator group OR by approaching the Code Administrator.

Where possible and reasonable, the complaint once submitted to your Village Operator, under the Code, will be acknowledged as soon as possible.

At a community or operator level a resolution will be sought within 15 working days of receiving the complaint (after the submission of sufficient details so as to understand the nature of the complaint).

A resident may agree to a longer time frame to obtain information or undertake the relevant investigation.

For further information, ask your Village Manager for a free copy of the Retirement Living Code of Conduct.

