

## Complaints and Dispute Resolution Policy (Retirement Village)

### 1. Purpose

This policy explains how Retirement Village complaints and disputes are handled at Latrobe Valley Village Inc. It is written in plain language and aims to make sure residents feel safe, respected and heard when raising concerns. This policy complies with the Retirement Villages Act 1986 (Vic) and Retirement Villages Regulations 2026, including Part 7 (Dispute resolution).

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### 2. Your right to make a complaint

- You can make a complaint or raise a concern at any time.
  - You will not be treated unfairly for making a complaint.
  - You can choose to:
    - use our internal complaints process, or
    - seek help from [Consumer Affairs Victoria \(CAV\)](#) or [VCAT](#) at any time.
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### 3. Types of issues covered

The law recognises two main types of issues:

**Management complaints** – concerns about:

- how the village is managed or run;
- services provided (or not provided);
- actions or decisions that affect your enjoyment of the village.

**Resident disputes** – disagreements between residents that affect:

- use or enjoyment of homes or shared areas; or
  - access to village services.
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### 4. How to make a complaint

You can raise a complaint or concern in any of the following ways:

- In person at reception or by phone with the RV Administrator or Quality and Compliance Manager

- In writing (email, letter, or form)
    - Attn: Quality and Compliance Manager
    - Latrobe Valley Village,
    - 5 Ollerton Avenue NEWBOROUGH VIC 3825.
    - or email:  
[quality@lvvillage.com.au](mailto:quality@lvvillage.com.au)
  - With help from a representative or support person
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## 5. What happens after you make a complaint

### *Step 1 – Acknowledgement*

- We will acknowledge your complaint as soon as practical.
- We will record basic details, including the date and type of issue.

### *Step 2 – Early resolution (first 72 hours)*

- If possible, we will try to resolve the issue quickly.
- If resolved within 72 hours (excluding weekends and public holidays), a brief record is kept.

### *Step 3 – If not resolved within 72 hours*

If the matter cannot be resolved quickly, we will:

- open a dedicated complaint file;
- record all actions taken;
- keep copies of relevant correspondence;
- give you written information about:
  - our understanding of the issue;
  - the steps being taken;
  - expected timeframes.

We will keep you informed during this process.

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## 6. Consent and representation

- No action will be taken without your consent.
- You may have a representative or support person involved at any stage.
- If all parties do not consent, we may refer you to external support options.

## 7. Outcomes

Once the issue is resolved (or if it cannot be resolved internally), we will provide written advice explaining:

- the outcome;
- any actions taken;
- your right to seek external assistance.

If the matter cannot be resolved internally, you may contact:

- [Consumer Affairs Victoria \(CAV\)](#) – 1300 55 81 81
  - [Victorian Civil and Administrative Tribunal \(VCAT\)](#) 1300 018 228
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## 8. Complaint records

We keep complaint records securely and confidentially.

- Complaints resolved within 72 hours: summary record kept.
- Complaints not resolved within 72 hours: full file retained for 7 years, as required by law.

You may ask to inspect your complaint record by prior arrangement.

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## 9. Reporting to residents

Each year, we provide a general report to the annual meeting of residents that includes:

- the number of complaints or disputes;
- the general types of issues raised;
- actions taken to address issues;
- any improvements made as a result.

Personal details are **never** included in this report.

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