

Resident Disputes Procedure

1. Reporting of Resident Disputes

- (a) Resident Disputes may be reported at the Property Manager's office
- Monday – Friday between 9:00am to 5:00pm
- Contact: Mel Bogdanovski
manager@kithbrookepark.com.au
350 Grossmans Road, Bellbrae VIC 3228
- Alternate contact: Peter Counihan
admin@kithbrookepark.com.au
350 Grossmans Rd Bellbrae VIC 3228
- (b) Resident Disputes may be reported:
- Verbally; OR
 - In Writing
- ("Notification of Resident Complaint or Dispute" forms are available from the property office. Please note it is not mandatory to use this form)
- (c) Residents may seek to be represented by a person of their choice.

2. Resident Dispute Resolution Process

- (a) Resident Disputes will be acknowledged in writing by Management as soon as reasonably practicable. The written advice will contain the following: -
- A summary of the matter to be resolved
 - The action to be taken; and
 - The date by which the Manager will advise the resident of the result or any further action to be taken if the Manager is unable to resolve the Complaint within 72 hours (herein after referred to as the "Relevant Event")
- (b) As soon as practicable after each Relevant Event, the Manager will:
- Record ongoing events
 - File copies of all correspondence and/or documentation sent or received by the Manager; and

- Provide the Resident with written confirmation of any subsequent event/actions/ outcomes. (Refer "Management Advice to Resident Regarding a Complaint or Dispute" form)

3. Resolution of Dispute/ Complaint

When the Manager and all parties involved regard the Resident Dispute is resolved, the Manager will provide a written notification (refer "Notification of Resolution or Failure to Resolve of Complaint or Dispute" form) to the Resident and/or the Residents representative.

4. Unresolved Complaints

If the Manager and all parties involved conclude that the Resident Dispute cannot be resolved, the Resident will be provided with written notification advising of same (refer "Notification of Resolution or Failure to Resolve of Complaint or Dispute" form)

If the Resident or Management concludes that the Resident Dispute cannot be resolved the Resident may seek independent legal advice or refer the Management Complaint to:-

- VicAssist Retirement Villages
Phone 1300 366 356
Website: www.vic.gov.au/retirement-village-dispute-help
- Consumer Affairs Victoria
Phone 1300 558 181
Website: www.consumer.vic.gov.au
- Victorian Civil & Administration Claim Tribunal
Phone: 1800 133 055
Website: www.vcat.vic.gov.au

5. Annual Reporting of Resident Disputes

The Property or Village Manager will present a report of the years Management Complaints to the annual general meeting of Village Residents. The Report will include the following: -

- Number and type of Resident Disputes received in the previous year; and
- Action taken to resolve the Resident Disputes and the outcomes.

Note: This report will not identify the parties to the dispute.

6. Maintaining Records

Management will ensure Resident Dispute files are retained for 7 years from the date the Resident Dispute is reported.