



WOODLANDS RETIREMENT VILLAGE LIMITED
A.C.N. 001 793 924

Complaint Handling and Internal Dispute Resolution

In alignment with NSW Retirement Villages Act 1999 (Part 5, Division 1 and 2) and the Corporations Act 2001.

Objectives and Principles

- Encourage and support residents to raise concerns, ensuring there is no discouragement or retaliation for making complaints or pursuing disputes.
- Guarantee residents can seek assistance from the Board of directors or other representatives without restriction.
- Provide transparent, accessible, and plain-English processes, publicly available online, on notice boards and in both electronic and hard copy formats.

1. Types of Complaints and Internal Disputes Covered

- Complaints by residents/shareholders or their representatives regarding village management, services, staff conduct whilst on duty or on village grounds, fees, contract terms, or other operational matters.
- Internal disputes between a resident and the operator, or between two or more residents.
- Exclusions: Complaints not related to Woodlands or those already subject to legal proceedings.

2. Complaint Submission & Initial Handling

How to submit

- **Verbal complaints:** Residents/shareholders must raise concerns directly with staff or management on 02 9481 8842 or request a scheduled meeting with the CEO.
- **Written complaints:** Submit via email to ceo@woodlandsvillage.com.au or hand deliver written complaint to village office or CEO office or mail to The CEO at 2 Kitchener Road, Cherrybrook, NSW 2126.

Required Details

Complaints must include:

- Resident/shareholder name, contact details and unit number.
- Clear description of the issue, including dates and relevant parties.
- Any supporting documents (e.g., contracts, photos, correspondence).

Assistance

- Residents may seek help from the board or an advocate at any stage.

Acknowledgment

- CEO must acknowledge receipt within 5 business days.

3. CEO-Led Resolution

Process:

- CEO facilitates direct discussion/mediation between parties.
- All communications and outcomes are documented in the complaints register.
- CEO ensures compliance with village rules, resident contracts, operator obligations (RV Act), and director duties (Corporations Act).

Timeline:

- Written response or mediation proposal within 21 days.
- Final written resolution within 60 days of initial submission, unless extended by mutual agreement.

Privacy:

- All complaints are handled confidentially, with information disclosed only as necessary and with consent

4. Escalation to Board Chairperson

When to Escalate:

- If unresolved after CEO intervention.

How to Escalate:

- Submit in writing to the Chairperson (email, mailbox, village office, or mail marked "Confidential – Board Chairperson").

Board Responsibilities:

- Review compliance with RV Act (including Division 5A operator conduct and dispute resolution) and Corporations Act (governance, conflict management).
- Directors must disclose conflicts and abstain from related decisions.
- Issue a final decision within 30 days, including corrective actions or referral to external mediation.

5. External Dispute Resolution

If Unresolved Internally:

- NSW Fair Trading: Free mediation service; complaints can be lodged online or via Property Complaint Form.
- NSW Civil and Administrative Tribunal (NCAT): Application required if mediation fails; NCAT can issue binding orders on contract breaches, fees, or eviction disputes.

6. Key Compliance and Record-Keeping

Transparency: Disclose all fees, charges and contract terms.

No Discouragement: No fees, pressure, or retaliation for complaints

Access: Residents may consult the Board at any stage

Documentation: Maintain records of all complaints and disputes, including actions, outcomes and staff involved, for at least 5 years.

Review: Processes reviewed every 2 years; regular analysis of complaint data to identify trends and improve systems

7. Process Summary Table

Stage	Responsible Party	Action	Timeline
1	Complainant	Submit to CEO	Immediate
2	CEO	Acknowledge, mediate, document	5-60 days
3	Board Escalation	Review, final determination	30 days
4	External Resolution	Mediation or NCAT hearing	Variable

8. Visual Representation

A copy of this document will be displayed on the village website, notice board and included in resident information packs, showing each stage from submission to external escalation.

9. Staff Roles and Responsibilities

- **CEO:** Receives, acknowledges, mediates and documents complaints. Ensures compliance and privacy.
- **Board Chairperson:** Reviews escalated complaints, ensures governance standards and issues final decisions.
- **All Staff:** Must not discourage complaints, must support residents and maintain confidentiality.

10. Continuous Improvement

- Regular review of complaints and disputes to identify systemic issues.
- Monthly board reporting on complaint trends and compliance.
- Biennial review of the complaints process, or as required by legislative changes.

11. Legislative References

- NSW Retirement Villages Act 1999: Division 5A, Part 5, Division 1 & 2.
- Corporations Act 2001: Director duties (s180-184), shareholder protections (s232).