



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

## **Guideline for Residents and Staff: Complaints Process for Services**

This guideline outlines the step-by-step process for residents, shareholders and staff to report and resolve concerns related to customer service, cleaning, catering and maintenance in compliance with the NSW Retirement Villages Act 1999 (including Division 5A) and the Corporations Act 2001, ensuring transparency, fairness and timely resolution of all operational issues.

### **Introduction**

This process applies to all residents and shareholders wishing to raise issues and staff handling complaints regarding customer service, cleaning, catering and maintenance.

### **1. Customer service, cleaning and catering**

#### **Step 1: Resident – How to raise a Concern or Complaint**

##### **How to Report:**

- Verbal complaints: Residents/shareholders must raise concerns directly with staff or management on 02 9481 8842. All verbal complaints should be documented by staff.
- Complaints/Feedback Form: Available at reception/community centre
- In person: Residents can raise concerns or complaints in person with the Operations Manager.
- In writing: Submit your concern in writing to the Operations Manager via direct submission to the office or email to [salesoperations@woodlandsvillage.com.au](mailto:salesoperations@woodlandsvillage.com.au).

All written submissions should include your name, contact details and unit number with a clear description of the issue with any supporting evidence.

##### **What to Include:**

- Your name, contact details, and unit number.
- A clear description of the issue (including dates, times, and locations).
- Any supporting evidence (e.g., photos, correspondence).

##### **Assistance:**

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

#### **Step 2: Operations Manager - Acknowledgment and Initial Response**

##### **Acknowledgment:**

- The Operations Manager will acknowledge receipt of your complaint within 2 business days, in writing or verbally and provide an estimated resolution timeframe (not exceeding 60 days).

##### **Privacy and Respect:**

- All complaints are handled confidentially and residents are protected from reprisal or victimisation for raising concerns.

### **Step 3: Investigation and Action by Operations Manager**

#### **Investigation:**

- The Operations Manager will review the complaint, consult with relevant staff, and gather any necessary information or clarification from you.
- The complaint is recorded in the complaints register, detailing the nature of the issue, findings, actions taken and outcome.

#### **Corrective Action:**

- The Operations Manager coordinates with staff to implement corrective actions, such as retraining, changes to cleaning or catering schedules, or addressing specific service issues.
- For complex or serious complaints, the Operations Manager may escalate the matter to CEO

#### **Updates:**

- You will be kept informed of the progress, especially if delays occur or further information is needed.

### **Step 4: Resolution and Feedback**

#### **Resolution:**

- The Operations Manager aims to resolve all complaints within 60 days of receipt. If additional time is required due to complexity, resident will be informed in writing and asked for consent.

#### **Written Outcome:**

- You will receive a written summary of the investigation, actions taken and the outcome.

#### **Record Keeping:**

- All complaints and outcomes are documented and retained for at least five years, as required by law.

## **2. Maintenance**

### **Step 1 Residents: How to Raise a Maintenance Issue**

- Identify the Issue
- Determine if the issue relates to the maintenance or repair of a capital item (e.g., communal facilities, building structure, shared equipment) or your own personal property. Operators are responsible for capital items that do not belong to residents.

#### **Submit a Maintenance Request**

- Form: Complete a Maintenance Request Form electronically or available at the village reception or community centre.

#### **What to Include:**

- Your name, contact and unit number
- Clear description of the issue
- Location within your unit or the village
- Urgency (e.g., safety hazard, routine repair)
- Any supporting evidence (photos, dates)

**Submission:**

- Hand the form to reception or submit via email

**Urgent Repairs**

- For urgent issues (e.g., burst pipes, dangerous electrical faults, gas leaks, blocked toilets), notify staff immediately in person or by phone. No written notice is required for urgent repairs.

**For Maintenance Manager: Process for Actioning Requests**

- Acknowledge Receipt
- Acknowledge the maintenance request within 2 business days, confirming receipt and providing an estimated timeline for resolution.

**Assess and Prioritise****Urgency:**

- Urgent repairs (those affecting safety or essential services) must be actioned immediately or within 24 hours.
- Routine maintenance is scheduled based on priority and asset management plans.

**Access:**

- Provide at least 7 days' notice before entering a resident's premises for ordinary repairs, unless it is an urgent repair or emergency (in which case no notice is required).

**Investigate and Coordinate**

- Inspect the reported issue, consult the asset management plan and determine the appropriate action (repair, maintenance, or replacement).
- Coordinate with contractors or maintenance staff as needed.

**Action and Complete the Work**

- Complete the repair or maintenance within the agreed timeframe.
- For complex issues, update the resident on progress and advise of any delays, seeking written consent if an extension is required.

**Record Keeping and Compliance**

Document all maintenance actions, including:

- Description of the work
- Dates of request and completion
- Actual cost of the work
- Update the asset management plan and maintenance schedule as required by law.
- Maintain records for at least 5 years.

**Communicate Outcome**

- Provide the resident with a written summary of the action taken and confirm completion of the work.

**3. Escalation Process**

If Unresolved by Operations or Maintenance Manager:

- Submit a written escalation to the CEO.
- The CEO will respond within 10 business days.

**If Further Escalation Needed:**

- For issues involving financial, policy, or systemic concerns, escalate to the Board.
- The Board will review and respond within 14 days of escalation.

#### **4. Follow-Up and Monitoring**

**Post-resolution review:** Conduct within 14 days to ensure effectiveness.

#### **5. Resident and Staff Responsibilities**

**Residents/Shareholders:** Provide clear, factual information and supporting evidence when reporting issues.

**Staff:** Treat all complaints seriously, document verbal concerns, keep residents informed and act in accordance with legislative and village policies.

**Operations & Maintenance Manager:** Investigate, coordinate, and resolve complaints; maintain records; communicate outcomes. All complaints or concerns raised by residents should be communicated to CEO.

**CEO/Board:** Handle escalated complaints, ensure compliance and implement systemic improvements.

#### **5. Record Keeping**

Record of the following information is kept for five years about complaints and internal disputes raised by residents and shareholders

- details of each complaint or internal dispute, including the name and contact details of each resident concerned, and the date the complaint or dispute was raised,
- details of actions taken in response to each complaint or internal dispute, including the names and contact details of any staff involved in the handling of the complaint or internal dispute, and the date the action was taken,
- whether the complaint or internal dispute was resolved, withdrawn, referred or escalated or another outcome was achieved,
- the number of complaints or internal disputes handled each calendar year.

#### **6. Additional Rights and Support for Residents & Shareholders**

If internal processes do not resolve the issue, residents may seek external mediation via NSW Fair Trading or apply to the NSW Civil and Administrative Tribunal (NCAT).

#### **7. Communication and Accessibility**

- This guideline is available in plain English, both in hard copy and electronically.
- Alternative formats (e.g., translated versions) are available on request to ensure accessibility for all residents.

#### **8. Continuous Improvement**

- Complaint data is regularly reviewed to identify trends and improve services.
- Staff receive ongoing training in the effective handling of complaints or disputes under the policies and procedures,
- The process is reviewed every two years to maintain compliance and effectiveness or Update procedures to reflect legislative changes.