



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

Step-by-Step Internal Dispute Guideline for Residents and Shareholders
Raising Complaints and Concerns to the CEO in compliance with RVA 1999

Step 1: Prepare and Submit Your Complaint

Written Submission Required:

Prepare a written complaint addressed to the CEO. Your complaint should include:

- Date of submission
- Your name and unit number
- A detailed description of the issue (community living, staff interaction, building maintenance, or other quality of life matters)
- Any supporting evidence (e.g., photos, emails, relevant documents)
- Suggested resolution (if you have one)

Submission Channels:

- Email: Send to ceo@woodlandsvillage.com.au
- Complaint Box: Place your written complaint in the dedicated box at the community centre or reception

Assistance:

You may seek support from an advocate, or a trusted representative at any stage. Staff can also provide help if you require assistance in preparing your complaint.

Step 2: Acknowledgment of Receipt

Timely Confirmation:

The CEO will acknowledge receipt of your complaint within 5 business days, confirming that your concern has been received and logged for action.

Step 3: Review and Investigation

Initial Review:

The CEO will review your complaint to determine if it can be resolved quickly (minor or straightforward matters may be resolved within 14 days).

Comprehensive Investigation:

For more complex issues, the CEO will:

- Interview you (the complainant), relevant staff, or other residents as needed
- Review all documentation and evidence
- Consult with other management or personnel if required

Investigation Timeline:

- The investigation will be completed within 30 days of receiving your complaint, unless there are extraordinary circumstances (in which case you will be kept informed).

Reviewed on: 10/01/2025

Reviewed by: CEO & Chairperson

Next Review: 10/01/2027

Step 4: Resolution and Written Response

Outcome Provided:

The CEO will provide a written response within 10 days of completing the investigation.

This response will include:

- The findings of the investigation
- Actions taken or proposed to resolve the issue
- Any changes to policies or procedures, if relevant

Confidentiality:

- All complaints and investigations are handled confidentially, with information shared only with those directly involved in the resolution process.

Step 5: Escalation to the Board of Directors

When to Escalate:

If you are dissatisfied with the CEO's response, you may escalate the complaint to the Board of Directors. This must be done in writing within 14 days of receiving the CEO's response.

What to Include:

- Reference to your original complaint
- A copy of the CEO's response
- An explanation of why you are dissatisfied with the outcome

Board Review:

The Board will review your escalated complaint at its next scheduled meeting and may conduct further investigation if needed.

Board Decision:

The Board will issue a written, final and binding decision within 30 days of reviewing your escalation.

Step 6: Record Keeping and Confidentiality

Documentation:

All complaints, responses and related correspondence will be documented in the complaints register and kept on record for at least 5 years.

Privacy:

Your privacy and confidentiality are protected throughout the process.

Step 7: Ongoing Feedback and Process Improvement

Feedback:

Residents and shareholders are encouraged to provide feedback on the complaints process at any time.

Review and Update:

The process is reviewed regularly (at least every two years) to ensure it remains effective, fair and compliant with legislative changes and best practice.

External Resolution Options

If you remain dissatisfied after internal processes, you may seek external mediation through NSW Fair Trading or lodge an application with the NSW Civil and Administrative Tribunal (NCAT), which can make binding decisions on retirement village disputes.

Reviewed on: 10/01/2025

Reviewed by: CEO & Chairperson

Next Review: 10/01/2027