

Oak Tree Retirement Village Complaints and Internal Dispute Process for Current Residents



I wish to make a complaint about another resident

First, we encourage you, if appropriate, to approach the other resident and share your concerns politely in person, via a letter or phone conversation (ask your Village Manager for a copy of the Conflict Strategy Tips sheet, as this has useful tips on how to interact to obtain the best outcomes). Share who you are, what your concern is, the impact on you and how you would appreciate your fellow resident rectifying the matter in terms of actions and timeframes.

If you are unhappy with the outcome of the discussions, you can ask the Village Manager to assist by following the Amicable Resolutions Process (ARP).

- The ARP has been designed to allow us to assist you in resolving neighbourly matters in a mutually respectful manner.
- The Village Manager can not assist, if both residents don't agree to the process.

If we can not assist you in resolving the matter and it is not a breach of village rules or the resident contract, residents have a right to pursue the matter at their own financial expense.

External bodies you may escalate your complaint to are the Code of Conduct Administrator, or relevant state bodies as detailed in the ARP process document, available from your village manager.

I wish to make a complaint about the Village Operator

Approach your Village Manager and share your concerns politely in person, via a letter or phone conversation. Explain your concern and the impact on you and if you require a written response. A complaint or internal dispute may also be made in writing by completing the "Oak Tree Residents' Complaints Form" located in the village reception during the village hours of operation (displayed in the reception door). A copy of the Oak Tree Group Customer Complaints Process is located in reception, though you can request a copy.

If you remain unsatisfied with the outcome after working through the complaints process with your Village Manager, you can ask that the matter is escalated through the escalation process detailed in the Oak Tree Customer Complaints and Dispute Resolution Policy, who will review the process to and make any amendments as deemed required. There are several escalations in the policy, but after these are exhausted, and if you are still unhappy, you will need to seek external assistance.

If you are not satisfied with the outcome, you may escalate your complaint to external bodies including the Code of Conduct Administrator, or relevant state bodies as detailed in the policy document, available from your Village Manager.

Oak Tree will acknowledge your complaint or internal dispute within 2 working days and attempt to resolve it within 14 working days

