



COMPLAINT AND INTERNAL DISPUTE RESOLUTION POLICY AND PROCEDURE

PURPOSE

The purpose of this document is to provide a consistent approach to the management and resolution of resident complaints and internal disputes, and to provide guidance in resolving any complaint or internal dispute to the complainant's satisfaction.

This document covers all complaints or internal disputes raised by a resident concerning us, our staff, the village, another resident or any other matter that a resident wants to raise.

This document does not and is not intended to override or displace any rights or obligations of a resident or an operator as set out in relevant legislation, statutory rules or contractual arrangements. It is a guideline for the resolution of those complaints and internal disputes that can be achieved within those frameworks.

DEFINITIONS

Complaint: A statement that something is wrong or not satisfactory.

Internal Dispute: A dispute between two or more residents or between one or more residents and Berry Park Village.

POLICY

Berry Park Village promotes a culture that values and encourages residents to raise concerns, and supports the effective resolution of complaints and internal disputes.

We have a responsibility to ensure our complaints and internal dispute resolution process

- is transparent, open, accessible and effective
- provides residents with confidence in our processes and encourages feedback
- allows for complaints and internal disputes to be managed in a timely and fair manner



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- provides a framework whereby residents are not discouraged, penalised or negatively affected by raising a complaint or internal dispute

We will

- ensure all complainants are treated with appropriate respect and importance
- ensure all matters are treated as confidential and private
- protect the identity of people raising concerns where this is practical and appropriate.

However Berry Park Village staff are not expected to tolerate situations where a complainant behaves in a way that is inappropriate. This includes:

- Threatening and aggressive behaviours
- The use of insulting or offensive language
- Repetitive and unnecessary calls and emails relating to the issue
- Any other behaviours that staff consider to be unreasonable.

We may at any time stop a complaint or internal dispute resolution process if parties

- Fail to act in a reasonable manner
- Fail to cooperate or respond to reasonable requests during the dispute investigation and resolution process
- Request information in relation to another person that could constitute a breach of that person's privacy, and do not withdraw that request when asked to.



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PROCEDURE

<p>Lodging a complaint or internal dispute</p>	<p>Complaints or internal disputes can be submitted in writing or via email. You can choose to write the details yourself or have a friend or family member help you write it. Complaints and internal disputes should be addressed to the Village Manager in the first instance either in person at the office, placed in the office mailbox or submitted via email to manager@berryparkvillage.com.au.</p> <p>Sensitive and other appropriate complaints and internal disputes can be addressed to the Directors and posted to PO Box 99, Morpeth NSW 2321.</p>
<p>Recording a complaint</p>	<p>Where the complaint or internal dispute is made to the Village Manager, the Village Manager will create a case in our internal register (VillageMaster) to record a summary of the complaint or dispute and any other information provided by the complainant.</p>
<p>Details of complaint</p>	<p>The complainant should provide as much information as possible, including but not limited to:</p> <ul style="list-style-type: none"> - The name of the complainant, and if not a resident, details of the resident on whose behalf the complaint is being made, and the nature of the relationship with the resident - The nature of the complaint or dispute - Who or what the complaint or dispute relates to - The time and place the complaint or dispute first arose - A detailed history of the complaint or dispute - Any steps already taken by the complainant to resolve the complaint or dispute - What steps the complainant considers we should take to resolve the complaint or dispute to a satisfactory outcome.



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Acknowledging a complaint	We aim to acknowledge a complaint within 24hours and no longer than 5 working days after receiving it.
Investigation of complaint	Based on the information provided to us, we will make contact with all parties involved (if appropriate) to commence an investigation into the matter. Where more than one person is a party a complaint or dispute we may request them to nominate a single representative or primary point of contact.
Resolving a complaint	<p>We will attempt to resolve all complaints and disputes as soon as practicable (having regard to the nature and complexity of the matter) and regular contact will be maintained with the complainant throughout the process to ensure they are kept informed of progress and next steps.</p> <p>All complaints and disputes will be attempted to be resolved at the first point of contact and the agreed outcomes communicated.</p> <p>If the complaint or dispute cannot be resolved at the first point of contact the Village Manager will work to resolve the complaint or dispute within 15 working days of receiving it unless otherwise agreed with the complainant.</p> <p>Once a resolution has been agreed upon the Village Manager will communicate the outcome in writing to the complainant and record the details of the resolution in our internal register (VillageMaster).</p>
Privacy	We will treat complaints and disputes confidentially and the personal information provided during this process will be collected, stored, used and managed in accordance with the Berry Park Village Privacy Policy.
Escalating a complaint	If the Village Manager and complainant are unable to agree on a resolution internally that satisfies both Berry Park Village and the complainant, or if the complainant feels like the complaint or dispute is not being handled appropriately, the matter can be escalated internally to the Residents Committee or Berry Park Village Directors. We will ask the Residents Committee or Directors to assist with the complaint and provide a point of



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	<p>view and recommend a way forward. This may include mediation. To maximise the likely success of this process it may become necessary to disclose to the Resident's Committee the personal information of the complainant or the party the complainant represents.</p> <p>Should the complainant still wish to escalate further to an external body this can be done by contacting</p> <ul style="list-style-type: none">- NSW Fair Trading 13 77 88 or- NSW Civil & Administrative Tribunal 1300 006 228
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STAFF

All Berry Park Village staff are provided with a copy of this document and specific staff guidelines in relation to complaints handling and dispute resolution.

The members of our staff who are responsible for handling formal complaints and internal disputes receive appropriate and ongoing training, and have the power to resolve issues promptly and with as little formality as possible.

RESIDENT COMMUNICATION AND CONTINUOUS IMPROVEMENT

Berry Park Village has a continuous review and improvement ethos in relation to its complaints and internal dispute resolution processes, and suggestions for its improvement are always welcome. We will formally seek feedback from staff, and from residents each year on any issue or problems with our complaints and internal dispute resolution processes by including an agenda item about this at the annual general meeting to facilitate discussion with and feedback from residents about our complaints and internal disputes resolution processes.

This document will be reviewed and updated at least once every 2 years or when there are relevant changes in legislation, compliance obligations or practice.