

RL-Complaint Management

Version: 2

Published: 25 Jun 2025, 3:24 PM

Last edited: 17 Jun 2025, 2:37 PM

Approved: 25 Jun 2025, Kit Harris

Next review: 12 Jul 2027

Start

This process ensures any formal or informal complaint are managed and responded to in accordance with the Retirement Living Code of Conduct Complaint Handling Guidelines and industry best practice.

Managing business unit for this process



Lifestyle Villages

Next:

Provide Information and education (step 1)

1. Provide Information and education

- Provide staff with education and training on complaints identification and management.
- Provide residents and families with the feedback and complaints policy and process including external complaint avenues and advocacy services.
- Display or make available information about feedback and complaints in the village reception or common areas.



Step performed by Provider

Next:

Identify a complaint (step 2)

2. Identify a complaint

- Recognise when a resident, visitor or other stakeholder is raising concerns or issues that should be managed as a complaint.
- Support the person raising the complaint to work with a nominated representative or advocate.
- Once received your complaint will be recorded in the complaints management system and/or register..
- Your complaint will be investigated by the Village Co-coordinator and management
- If we require any additional information or clarification relating to your complaint, we will contact you.
- Depending on the nature of the complaint - the complainant can lodge their complaint via writing, email telephone or in person to the Village Co-Ordinator

Lifestyle Village Co-Ordinator details

Chris Glover

23 Princess Street

Macksville NSW 2447

M:0472 876 127

P:(02) 65685000

E: admin@nvcl.org.au

NVC Contact Details

23 Princess Street

Macksville NSW 2447

P:(02) 65685000



Step performed by Provider

Next:

Acknowledge the complaint (step 3)

3. Acknowledge the complaint

- Endeavour to verbally acknowledge the complaint within 24 hours.
- Contact the person making the complaint to advise them the complaint has been registered and will be managed in accordance with the RL-Feedback and Complaints policy and this process.
- Offer an apology and thank the person for providing the feedback.
- Advise that a written response to the complaint will endeavor to be provided within 15 business days.

The Tribunal

If the issue can't be resolved by mediation or through the complaint service, you can lodge an application with the [NSW Civil and Administrative Tribunal](#).

The [Tribunal](#) can make enforceable orders to resolve a dispute whereas Fair Trading cannot.

If you have a matter in the [Tribunal](#), you should attend the hearing. If you're unable to attend in person, you can request a telephone hearing or present your case in written form.

Time limits for making an application to the Tribunal may apply.

The Tribunal will not be able to determine your matter if it involves federal jurisdiction. See the Tribunal's [federal jurisdiction fact sheet](#) to learn more.



Step performed by Provider

Next:

Assess the complaint (step 4)

4. Assess the complaint

- Determine the process required to resolve the complaint including the information to be reviewed and any consultation to be undertaken.
- Decide if a full review or investigation is required and who should complete the investigation.
- Provide an update to the complainant about the process and timeframes for resolution.



Step performed by Provider

Next:

Is full review or investigation required? (decision A)

A. Is full review or investigation required?

Yes (step 6), or

No (step 5)

5. Respond

- Contact the complainant to discuss the process and outcomes of the complaint assessment and/or investigation.
- Confirm in writing the outcomes and the proposed resolution to the complaint.
- Determine if the complainant is satisfied with the proposed resolution.



Step performed by Provider

Next:

Is the complaintant satisfied? (decision B)

B. Is the complaintant satisfied?

Yes (step 7), or

No (step 8)

6. Complete review or investigation

- Conduct a fair investigation by reviewing documentation and interviewing stakeholders to understand the circumstances and events leading to the complaint.
- Identify the causes and potential solutions to resolve the complaint.
- Keep written records of any information or findings.



Step performed by Provider

Next:

Respond (step 5)

7. Take action

- Take any remedial action or implement continuous improvements identified as part of the complaint investigation and resolution.
- Update the complaints system/register with outcomes including reasons why any identified actions were not taken.
- Consider whether the remedial action and continuous improvements have resolved any systemic issues related to the complaint.



Step performed by Provider

Next:

Provide feedback (step 9)

8. Escalate the complaint

- Provide the complainant with information about how to request review of the outcome.
- Advise them of their options to escalate their complaint including conciliation, mediation or external complaint mechanisms.



Step performed by Provider

Next:

Take action (step 7)

9. Provide feedback

- Share de-identified information annually with residents about complaints and feedback received including actions or improvements taken in response along with those unable to be implemented and why.



Step performed by Provider

Next:

End

End