COUNTRY CLUB
LIVING

# VILLAGE DISPUTE PROCEDURE - Resident Guide (Victoria)

This guide explains how you can raise a Management Complaint or Resident Dispute and how we will work with you to resolve it. It follows the Victorian Retirement Villages laws (Amendment Act 2025 and Regulations 2026).

**1. How to raise a dispute**

You can tell us about a dispute verbally by describing the dispute (in person or by phone during business hours) or in writing by describing the dispute (letter, email). You can speak to the Primary Contact, or the Alternative Contact if the dispute involves the Primary Contact or they are unavailable or not empowered. You can have a support person or advocate help you.

Primary Contact: Michelle Attwood. Phone: 03 5331 2611. Email: m.attwood@countryclubliving.com.au Postal: P.O. Box 1006 Bakery Hill 3354
Alternative Contact: Lee Appleby. Phone: 03 5335 6111. Email: l.appleby@countryclubliving.com.au Postal: 19a Charlotte St, Sebastopol 3356

**2. What we record**

As soon as practicable after receiving notice of a dispute, we will create and maintain a written record and give you a copy. The record includes the date, your contact details, your representative (if any), whether you told us verbally or in writing, what the dispute is about (in your words), any documents you provide, and what outcome you are seeking. We keep dispute records for 7 years.

**3. First 72 hours**

We try to resolve issues quickly. If the dispute is not resolved to your satisfaction within 72 hours of you notifying us, we must add a note explaining why it isn't resolved and what actions we will take next if any.

**4. How will your dispute be handled?**

- Upon receipt of your notice of complaint or dispute we will:
    - Acknowledge to you that it has been received;
    - Record the date of the complaint, your name and address. If the complaint is in relation to another resident, that other Resident's name and address, and details as to the nature of the complaint or dispute.
    - Consider the complaint; and
    - Report back to you as to what action will be taken as a result of that complaint.

- If your dispute is in relation to the management of the Village, the services provided (or failure to provide) or any action (or failure to act) by the manager that affects your or other residents' use or enjoyment of the retirement village land (called a "Management Complaint") we will:
    - Provide you with a written summary of our understanding of the matter to be resolved, the steps the managers intends to take and the date by which the manager will advise the resident further. We will endeavour to provide this information within 72 hours;
    - With your consent, investigate the complaint by interviewing any relevant staff and reviewing any documents to us; and
    - As soon as practicable, advise you in writing of the outcome of our investigation, and any action which we propose to take so as to address the issues included in the complaint.

- If your complaint is in relation to the action (or failure to act) of a fellow Resident that affects your or other Residents use and enjoyment of the retirement village or your or other Residents' use of services provided by the Manager (called a "Resident Dispute") we will:

- Provide you with a written summary of our understanding of the matter to be resolved, the steps the Managers intends to take and the date by which the Manager will advise the resident further. We will endeavour to provide this information within 72 hours;
- With your consent, advise the other resident of your complaint and request that the Resident provide us with the Resident's response to your complaint within 72 hours;
- Once the other Resident's response is received we will, with that Resident's consent, notify you of the Resident's response. We may further investigate the dispute by interviewing staff or other Residents with your consent;
- We may facilitate a meeting between you and the other Resident to attempt to resolve the dispute, if you both agree to attend the meeting;
- We will advise you in writing of the outcome of our investigation, including the outcome of any meeting between you and the other Resident. If we do not believe that the dispute can be resolved through our assistance we will advise you of this and provide reasons and advise that you may contact Consumer Affairs Victoria, apply for conciliation under the government scheme, or seek independent legal advice.

**5. We will keep you informed**

We will provide you with notice as to whether the dispute is resolved or cannot be resolved. If resolved details of the resolution of the dispute. If not resolved, why and we will advise you that you can contact Consumer Affairs Victoria, apply for conciliation under the government scheme, or seek independent legal advice.

**6. Conciliation (independent help)**

You, we (the operator), or a proprietor can apply to the government's conciliation scheme. The Secretary decides if conciliation is suitable and will contact all parties within 10 business days. A meeting may be held in person or online. If the matter is resolved, a written agreement is issued. If not, a 'no resolution certificate' is issued, which can help you decide next steps (like VCAT).

**7. Your rights and protections**

• You can have a support person or advocate.
• You can raise a dispute verbally or in writing – you do not have to use a form.
• We cannot take action against you for raising a dispute or deter you from doing so.
• We keep your information private and only share it as the law allows.

**8. Getting advice**

You can seek advice at any time from:
Consumer Affairs Victoria. Phone: 1300 55 81 81. Postal: GPO Box 123, Melbourne VIC 3001.
VicAssist Retirement Villages: Phone 1300 528 994. https://www.vic.gov.au/retirement-village-dispute-help
Seek independent legal advice.

**9. Access to this policy**

Ask us for a copy of this full Dispute Resolution Procedure at any time – we will provide it within 2 business days. The procedure is also available on our website.