

Complaint Management Process

Elements respects expressions of dissatisfaction. Complaints are acknowledged as coming from a resident, a resident's family or a person associated with the operation of the Village.

A Complaint Register has been established within our Village master system. This is used to ensure all complaints are recorded for quality assurance purposes and properly dealt with at all times.

Elements of Toronto encourages prompt handling of complaints and disputes. The following steps are to be taken:

1	An issue is highlighted/complaint received
2	The complaint is acknowledged as being received within 48 hours
3	The complaint is investigated – If appropriate, face-to-face meetings will be held Comments and complaints are recorded and meeting notes registered
4	Updated information on progress of the resolution and timeline set (within 5 days)
5	The issue is resolved, and the process closed
7	If the matter requires escalation to the CEO or BOD the process recommences from step 2
8	If the matter remains unresolved it may be referred to an independent external body such as: NSW Fair Trading mediation service, Retirement Village complaint service, NSW Civil and Administrative Tribunal.

Elements of Toronto acknowledges complaints and feedback are a significant part of running a Village. An unhappy resident ordinarily tells others about their experience. Not only does this cause disruption in the Village but it may have an adverse impact on residents. Unhappy residents play a significant role in the reputation of the Village.

Complaints, feedback and disputes are dealt with in the knowledge of the following and in the timeframes set out in same:

Retirement Villages Act 1999
Retirement Villages Regulation 2017 (NSW)
Policy and Procedures for EOT
Retirement Living Code of Conduct

The Village Contract
The Village Rules

Elements will handle all complaints with care and consideration.

Review: This policy became effective as of 1 July 2020 and is scheduled for review on or before 1 July 2022 in keeping with the *Retirement Living Act 1999* Clause 52a Part 5 s.27
Related documents: Complaint Management, Village Rules, Village Contract, *Better Practice Guide to Complaint Management*, Commonwealth Ombudsmen, Canberra.
Reviewed 25 January 2023 with no changes
Reviewed 20 June 2024 with no changes