

## Dispute

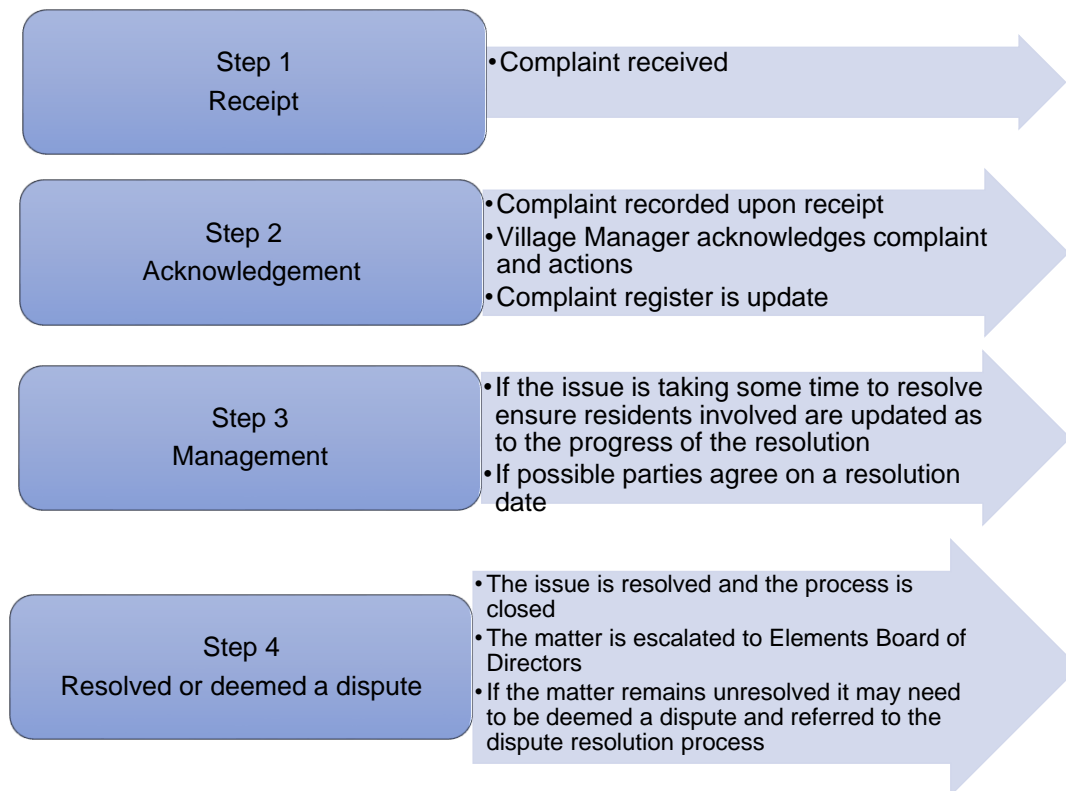
### Complaint vs Dispute

Please refer to our complaint management policy

As complaint is an expression of dissatisfaction. Not all complaints can be actioned but all are acknowledged in a timely fashion.

Resolving resident issues needs to be done with acknowledgement of the possibility of escalation to dispute.

### Complaint Management Process to determine dispute



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 can have an impact on residents. Unhappy residents pay a significant role in the future of the village. So, any complaints or conflicts need to be handled with care and consideration.

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