



CRANBROOK

RESIDENCES

POLICY	Complaint Resolution Process
OBJECTIVES	To ensure there is a process in place for the resolution of complaints made by residents or persons acting on behalf of residents
SCOPE	All staff and residents at Cranbrook Residences

POLICY

From time to time, complaints may be made by residents. Cranbrook Residences aim to resolve these complaints through discussion, mutual agreement and compromise between parties wherever possible. Cranbrook Residences is committed to resolving complaints in a professional and timely manner to the satisfaction of all parties concerned.

PROCEDURE

1. Process for complaints made by residents or their representatives

If a resident has a complaint the resident or their representative should submit the complaint in writing to the Residential Manager.

The Residential Manager will:

- i) Acknowledge the complaint within 5 business days
- ii) Investigate the complaint
- iii) Respond in writing within 10 business days with respect to the findings or proposed resolution for the complaint

2. Types of complaints that are covered by the process

As a guide the types of complaints covered by the process may be, but are not limited to:

- i) Essential building services failures or performance
- ii) Reported safety concerns (physical/emotional)
- iii) Request for apartment alterations and additions where consent has been withheld
- iv) Breach of quiet enjoyment/noise complaints
- v) Smell complaints
- vi) Management and operational complaints

3. Types of complaints that are not covered by the process

- i) Minor maintenance issues
- ii) Minor building aesthetic or grounds and gardens issues
- iii) Personality clashes and disagreements

4. Resolution options available for each type of complaint

- i) If any essential building services are alleged to have failed or are alleged to have performance issues, they will be investigated and managed until the matter is resolved.
- ii) Where safety concerns are raised, residents have the responsibility to manage their own risks and take their own precautions to prevent accident or injury. The Operator has a responsibility to quickly assess reported safety concerns and put measures in place to address the concerns to ensure no risk is posed to people or property.
- iii) Alternative alterations and additions can be discussed to see if a suitable compromise can be found.
- iv) Noise issues can be ad hoc and challenging to identify and resolve, where noise relates to people, the Residential Manager will make all parties aware of the complaint and can request temporary measures be put in place whilst the complaint is investigated.
- v) Smell issues can be ad hoc and challenging to identify and resolve. Residents have the responsibility to take their own measures to prevent smell issues affecting them, this may be by keeping their apartment closed/sealed until the issue can be identified and rectified.
- vi) Open discussion on the options between the parties to resolve the matter.

5. The process including the roles and contact details of relevant staff

Resident Services Coordinator – administration@cranbrookresidences.com.au / 8866 2691

Property Services Manager – propertyservices@cranbrookresidences.com.au / 0418 111 253

Residential Manager – contact@cranbrookresidences.com.au / 0497 711 277

Group Asset & Systems Manager – contact@cranbrookcare.com.au / 9929 0011

6. The roles and responsibilities of relevant staff in receiving, reviewing, responding to and resolving complaints

Resident Services Coordinator – is required to refer any complaints received to the Residential Manager

Property Services Manager – is required to refer any complaints received to the Residential Manager

Residential Manager – is required to acknowledge within 5 business days, investigate and respond to the complaint within 10 business days. The complaint is also required to be logged on the Complaint Register and forwarded to the CEO, Group Asset & Systems Manager and one Executive Director within 5 business days of the complaint being made.

Group Asset & Systems Manager – is available to independently review a complaint and response before the Residential Manager responds to the resident (where required).

Executive Directors – are made aware of initial complaints and leave the response in the hands of the Residential Manager to resolve. Executive Directors will only become involved during escalation of a complaint.

7. The steps involved in each stage of the complaint process and the expected actions that are generally involved in each stage of the process

Step 1 – issue a formal complaint in writing to The Residential Manager

Step 2 – the Residential Manager will acknowledge the complaint in writing within 5 business days. If no acknowledgement has been received, the resident should contact the Residential Manager to confirm receipt of the complaint.

Step 3 – the Residential Manager will commence to investigate the complaint

Step 4 – the Residential Manager will log the complaint on the Resident Matters register and forward a copy to the CEO, Group Asset & Systems Manager and 1 Executive Director within 5 business days of the complaint being made.

Step 5 – the Residential Manager will contact the resident to have a meeting to discuss the findings of the complaint no longer than 30 days of the complaint being lodged and will provide a written response to the complainant.

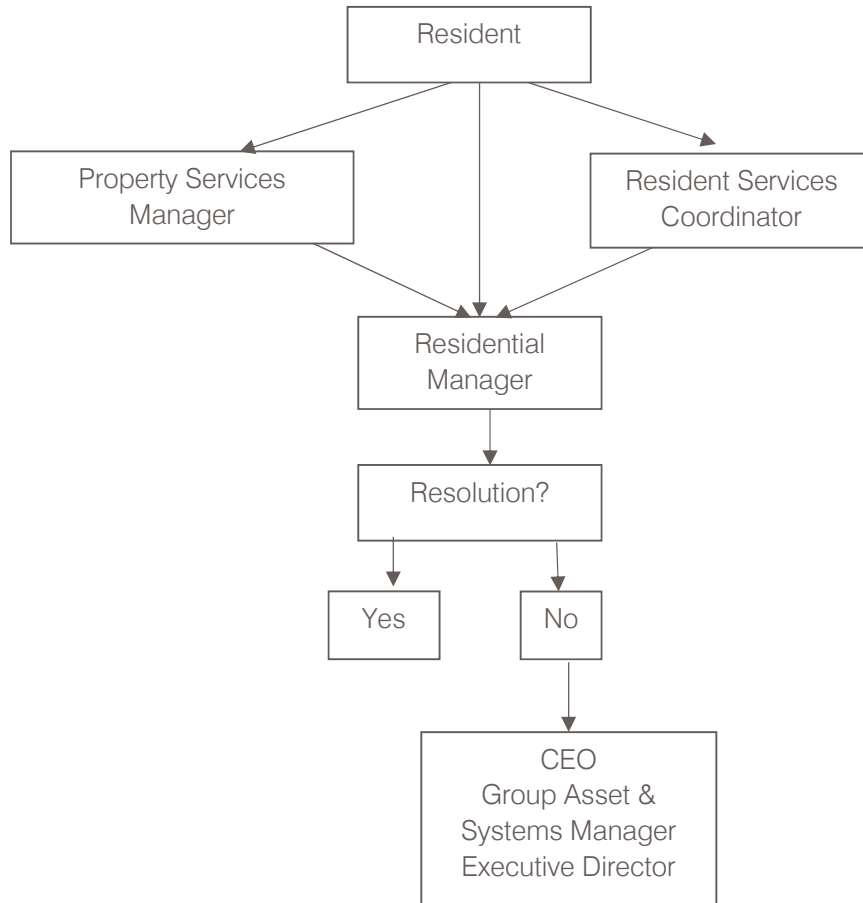
8. Management and escalation of a complaint

The Residential Manager is responsible for the management of all complaints.

If a resident is not satisfied with the findings and response by the Residential Manager, the Residential Manager must escalate the complaint to the CEO, Group Asset & Systems Manager of the resident advising that they are not in agreement with the findings and response.

The Group Asset & Systems Manger is responsible for reviewing the complaint, in consultation with the complainant and the Residential Manager and then in consultation with the CEO and 1 Executive Director before providing a response to the complainant within 60 days of the original complaint.

9. Diagram of the process



What if a complaint cannot be resolved or is not covered by this process?

If a complaint cannot be resolved or is not covered by this process, the resident(s) and/or the Operator can:

- (a) seek information by visiting www.fairtrading.nsw.gov.au or by calling 13 32 20, or
- (b) apply to the Tribunal for an order to be made under the retirement village laws

10. Privacy

All complaints will be handled in accordance with the Cranbrook Residences Privacy Policy.

11. Continuous Improvement

Cranbrook Residences is committed to identifying resident needs and opportunities for improvement in a systematic and planned way. We actively pursue continuous improvement by reviewing complaints regularly.

REVISION RECORD

DATE ISSUED	AUTHORISED BY
01/07/19	Kerry Mann & Steve Bauer



CRANBROOK

RESIDENCES

POLICY Internal Dispute Resolution Process

OBJECTIVES To ensure there is a process in place for the resolution of internal disputes between a resident and the operator or between two or more residents.

SCOPE All staff and residents at Cranbrook Residences

POLICY

From time to time, internal disputes may arise between residents and the Operator or between two or more residents. Cranbrook Residences aim to resolve these internal disputes through discussion, mutual agreement and compromise between parties wherever possible. Cranbrook Residences is committed to resolving internal disputes in a professional and timely manner to the satisfaction of all parties concerned.

PROCEDURE

1. Process for internal disputes

If a resident has an internal dispute the resident or their representative should submit the internal dispute in writing to the Residential Manager.

The Residential Manager will:

- i) Acknowledge the internal dispute within 5 business days
- ii) Investigate the internal dispute
- iii) Respond in writing within 10 business days with respect to the findings or proposed resolution for the internal dispute

2. Types of internal disputes that are covered by the process

The types of internal disputes that are covered by the process, as a guide, however not limited to are:

- i) Breach of village rules
- ii) Breach of resident obligations / general terms of the sublease

3. Types of internal disputes that are not covered by the process

The types of internal disputes that are not covered by the process, as a guide, however not limited to are:

- i) Personality clashes and disagreements

4. Resolution options available for each type of internal dispute

- i) Reinforcement of the village rules
- ii) Reinforcement of the sublease

5. The process including the roles and contact details of relevant staff

Resident Services Coordinator – administration@cranbrookresidences.com.au / 8866 2691

Property Services Manager – propertyservices@cranbrookresidences.com.au / 0418 111 253

Residential Manager – contact@cranbrookresidences.com.au / 0497 711 277

Group Asset & Systems Manager – contact@cranbrookcare.com.au / 9929 0011

6. The roles and responsibilities of relevant staff in receiving, reviewing, responding to and resolving internal disputes

Resident Services Coordinator – is required to refer any internal disputes received to the Residential Manager

Property Services Manager – is required to refer any internal disputes received to the Residential Manager

Residential Manager – is required to acknowledge within 5 business days, investigate and respond to the internal dispute within 10 business days. The internal dispute is also required to be logged on the Internal Dispute Register and forwarded to the CEO, Group Asset & Systems Manager and one Executive Director within 5 business days of the internal dispute being raised.

Group Asset & Systems Manager – is available to independently review an internal dispute and response before the Residential Manager responds to the resident (where required).

Executive Directors – are made aware of internal dispute and leave the response in the hands of the Residential Manager to resolve. Executive Directors will only become involved during escalation of an internal dispute.

7. The steps involved in each stage of the internal dispute process and the expected actions that are generally involved in each stage of the process

Step 1 – issue a formal internal dispute in writing to The Residential Manager

Step 2 – the Residential Manager will acknowledge the internal dispute in writing within 5 business days. If no acknowledgement has been received, the resident should contact the Residential Manager to confirm receipt of the internal dispute.

Step 3 – the Residential Manager will commence to investigate the internal dispute

Step 4 – the Residential Manager will log the internal dispute on the Internal Dispute Register and forward a copy to the CEO, Group Asset & Systems Manager and one Executive Director within 5 business days of the internal dispute being made.

Step 5 – the Residential Manager will contact the resident to have a meeting to discuss the findings of the internal dispute no longer than 30 days of the internal dispute being lodged and will provide a written response to the person or persons who raised the internal dispute.

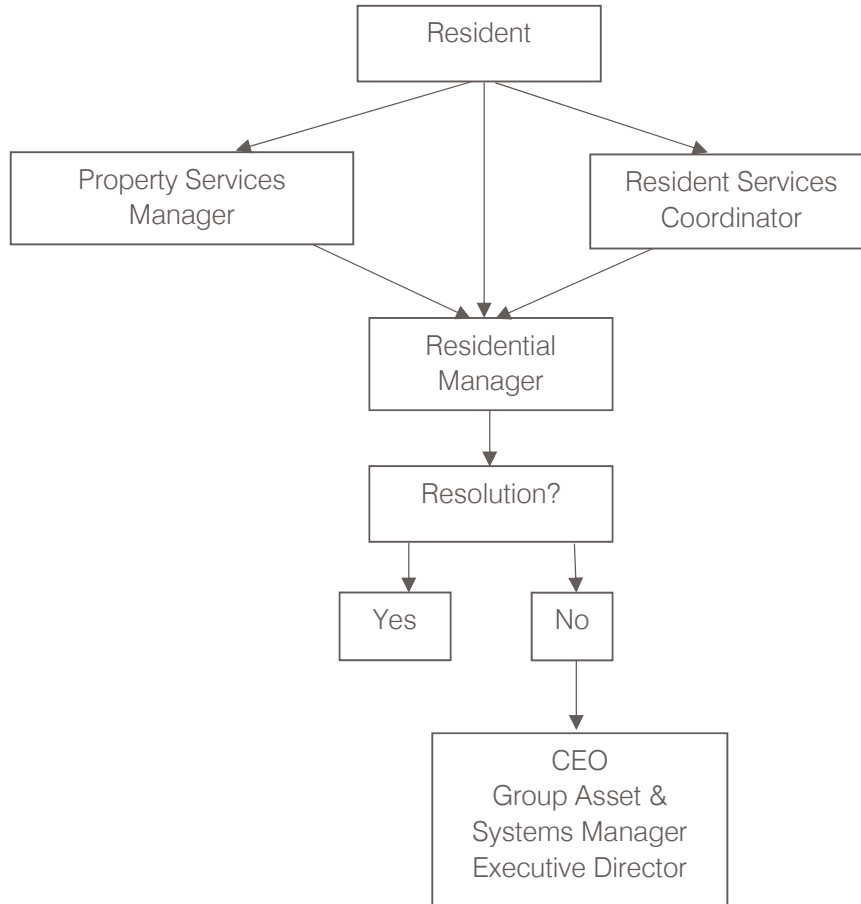
8. Management and escalation of an internal dispute

The Residential Manager is responsible for the management of all internal disputes.

If a resident is not satisfied with the findings and response by the Residential Manager, the Residential Manager must escalate the internal dispute to the CEO, Group Asset & Systems Manager of the resident advising that they are not in agreement with the findings and response.

The Group Asset & Systems Manger is responsible for reviewing the internal dispute, in consultation with the person or persons who raised the internal dispute and the Residential Manager and then in consultation with the CEO and one Executive Director before providing a response to the person or persons who raised the internal dispute within 60 days of the original internal dispute.

9. Diagram of the process



What if an internal dispute cannot be resolved or is not covered by this process?

If an internal dispute cannot be resolved or is not covered by this process, the resident(s) and/or the Operator can:

- (a) seek information by visiting www.fairtrading.nsw.gov.au or by calling 13 32 20, or
- (b) apply to the Tribunal for an order to be made under the retirement village laws.

10. Privacy

All internal disputes will be handled in accordance with the Cranbrook Residences Privacy Policy.

11. Continuous Improvement

Cranbrook Residences is committed to identifying resident needs and opportunities for improvement in a systematic and planned way. We actively pursue continuous improvement by reviewing internal disputes regularly.

REVISION RECORD

DATE ISSUED	AUTHORISED BY
01/07/19	Kerry Mann & Steve Bauer