



# CHATSWOOD

## RETIREMENT VILLAGE

### *Retirement Village Complaints Policy*

#### **About this policy**

We are committed to providing the best service available to our Residents. All Residents will be made aware of the complaints policy on their entry.

This policy applies when you are a Resident at Chatswood Retirement Village. It covers how you can raise an issue or concern with us about the Village Operator, another Residents or anything relating to our Retirement Village. This policy will also explain the process involved if you wish to make a formal complaint.

#### **Procedure for making a Formal Complaint**

Any person has the right to complain in any form. This could be verbally or sent in writing to the Village Manager. A support person can also be used to make a complaint.

We encourage you to make any complaints about our service to us directly in the first instance. We are committed to sorting out any complaints as soon as possible and we view these as opportunities to improve our service to you. You can do this by:

1. Addressing your complaint to the Village Manager by:  
Email: [manager@chatswoodretirement.co.nz](mailto:manager@chatswoodretirement.co.nz)  
Telephone: 03 3327323 ext.4 or  
Post: 60 Hawford Road, Opawa, Christchurch 8023.
2. Any other appropriate person such as an independent advocate or the Health and Disability Commissioner – freephone: 0800 11 22 33 or PO Box 1791, Auckland.
3. Covenant Trustee Services Statutory Supervisor – freephone: 0800 268 362

#### **Process**

On receiving a complaint, we will:

1. Acknowledge your complaint in writing within 5 working days;
2. Investigate your complaint thoroughly, fairly and impartially;
3. Document the investigation process;
4. Provide you with any relevant information about the complaint.

Within 10 working days of giving written acknowledgment of your complaint, we will:

1. Decide whether the complaint is justified or not;

2. Advise you if more time is needed to investigate the complaint;
3. If further time is needed, we will advise the expected time-frame to complete the investigation;
4. If more than 20 working days is required to achieve a satisfactory solution, we will advise the reasons for any delay.

If your complaint is not resolved quickly, we will inform you about the progress of your complaint at least monthly.

Once we have completed the investigation into your complaint, we will advise you in writing of:

1. The outcome of the complaint and any resolutions;
2. Reasons for the decision;
3. The appeal process if you are not satisfied with our response or investigation.
4. All complaints are documents fully and all documents pertaining to the complaint will be kept in the Complaints File.
5. Confirmation will be sought from the complainant to verify satisfaction with the outcome of the complaint process.

If your complaint is not resolved to your satisfaction within 20 working days of us receiving the complaint, we will refer the complaint to the Statutory Supervisor at Covenant Trustee Services. We will ask Covenant Trustee Services to work with us both on the complaint. As part of this Covenant Trustee Services will provide an impartial point of view and recommend a way forward.

If your complaint is not resolved to your satisfaction following us referring you to Covenant Trustee Services, we will give you the option of referring the complaint to mediation. You may incur costs if you decided to refer the complaint to mediation. You will also be responsible for any other costs you incur in relation to the mediation, such as lawyer's fees.

### **Resolution of your complaint**

Where your complaint is resolved, the solution both of us have agreed on will be documented in writing. We will provide the written documentation recording the solution and then give you an opportunity to check that it reflects our agreed outcome. Both of us then sign the written document and the complaint process will be complete.

### **If your complaint is not resolved**

You can decide to refer your formal complaint to a disputes panel under the dispute resolution process set out in the Retirement Villages Act. If you wish to take this step, we can explain to you in more detail how you would need to go about doing this. You will need to issue a formal dispute notice under the Retirement Villages Act.

If you would like to talk to someone else about a complaint you wish to make, you may call

Chatswood Retirement Village Directors:

Rhonda Sherriff – 027 507 0521

[ennor.rhonda@gmail.com](mailto:ennor.rhonda@gmail.com) ; or

Reuben Ennor – 027 533 7378

[reuben@ennor.co.nz](mailto:reuben@ennor.co.nz)

Other people who are available for you to contact are: the statutory supervisor, the Registrar of Retirement Villages or the Retirement Commissioner.

