



Nellie Melba Retirement Village Complaints Policy

About this policy

At Ryman we want all our village residents to enjoy their time in the village, and to be delighted with the care they receive. We want to hear from you if there is something that is not meeting your expectations, and we will work with you on anything you raise with us.

This policy applies where you are a resident in a Ryman village. It covers how you can raise an issue or concern with us about the village operator, another resident or something relating to the village. It also sets out the process involved where you wish to make a complaint about any of these things.

Issues or concerns

We recognise that from time to time an issue or concern might arise in relation to the village, which you'd like to raise with us. Examples of this could relate to:

- your dietary needs
- how another resident or staff member has treated you
- the grounds or facilities at the village or
- other services you might require.

We value feedback from our residents on anything that might concern them and welcome you approaching us.

The best person to contact in relation to any issue or concern is the village manager of your village. Your village manager will normally be on site during business hours. Outside of that, contact can be made with a senior member of our team by calling 1800 922 988.

We suggest you come and talk to us as a first step. We may be able to resolve this with you immediately without the need for any written correspondence.

If you raise an issue or concern with us that can't be resolved immediately, we'll acknowledge this in writing to you. Many of our residents like us to email them and we're happy to do that if it's your preference.

We'll work with you to try and resolve your concern as quickly as we reasonably can and will write to you again after that.

Complaints

This section of the policy applies if you wish to make a complaint in relation to the village. We're happy to talk you through the steps involved. Our aim is for any complaint to be resolved in a fair, quick, appropriate and cost-effective way.

Before making any complaint, you may wish to raise an issue or concern with us first. If you'd like to do that, the section above explains how you can do so.

Making a complaint

Complaints can be made either verbally or in writing.

All verbal complaints can be made with reception between 8:30 am and 7:00 pm, weekdays and 9:30 am to 6:00 pm, weekends. Otherwise you can make an appointment to meet with the Village Manager between 9:00 am and 5:00 pm, weekdays (except public holidays).

A written complaint can be provided on a [Feedback Form](#). Either:

- you can choose to write the complaint yourself or have a friend or family member help you write it or
- if that is not possible we can write the complaint for you, based on what you tell us.

All written complaints should be addressed to the village manager and can be left with the receptionist.

The village manager's contact details are:

Eileen Kiely
Village Manager
Nellie Melba Retirement Village
2 Collegium Avenue
Wheelers Hill VIC 3150

Dispute Resolution Process

Once your complaint is received, the village manager will:

- acknowledge your complaint
- meet with you to discuss (by phone where this is not practical) your complaint to understand your concerns
- investigate your concerns and report back with a proposal and invite your input
- attempt to mediate disputes between residents
- record the parties involved, date, nature of the complaint and outcomes/actions taken
- for any complaint not resolved within 72 hours, establish a separate record of the complaint and keep it updated
- respond to you in writing with the outcomes/actions taken.

Please note that Ryman is unable to take any action:

- without the consent of a party to the dispute
- that is inconsistent with any laws or
- that is inconsistent with your residence and management contract.

Complaints about Ryman

If you do not wish to use our dispute resolution process, then you can consider these other options:

Seek assistance from your Resident Advocate. His contact details are:

Mr Peter Kempson
pkempson1943@gmail.com
0400 918 667

Seek further advice from Consumer Affairs Victoria. Their contact details are:

GPO Box 123, Melbourne VIC 3001
1300 55 81 81

Seek further advice from the Victorian Civil & Administrative Tribunal. Their contact details are:

55 King Street, Melbourne VIC 3000
03 9628 9700

Seek independent legal advice.

Disputes between residents

If you do not wish to use our dispute resolution process, then you can consider these other options:

Seek assistance from your Resident Advocate. His contact details are:

Mr Peter Kempson
pkempson1943@gmail.com
0400 918 667

Seek further advice from Consumer Affairs Victoria. Their contact details are:

GPO Box 123, Melbourne VIC 3001
1300 55 81 81

Seek further advice from the Dispute Settlement Centre of Victoria. Their contact details are:

Dandenong Justice Service Centre, 46-50 Walker Street, Dandenong VIC 3175
1300 372 888 or 03 8765 5222

Seek independent legal advice.