

Retirement Village Resident Complaints Policy

Relevant to:**Locations:** New Zealand**Work Groups:** Village**Last Review Date:** 11/09/2019**Next Review Date:****Authoriser:** Liz Dilger

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 formal 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 0800 588 222.

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.

Formal complaints

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

Before making any formal 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

A formal complaint needs to be in writing. 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.

In either case you will need to sign and date the written complaint, and give the complaint to us. Our contact for this is our village manager, who will normally be on site during business hours. Outside of that, the village manager can be contacted via telephone by calling 0800 588 222.

We will acknowledge your complaint in writing within five working days of receiving the complaint. This may be done by email if that is your preference.

Process

The process for resolving your complaint works in a step-by-step manner as follows.

1. Working together

Both of us will work together in the first instance, to try and resolve your complaint to your satisfaction. In our experience most complaints are resolved at this stage.

2. Assistance from statutory supervisor (Anchorage)

If your complaint is not resolved to your satisfaction under step 1 above within 20 working days of us receiving the complaint, we will refer the complaint to the statutory supervisor. The current statutory supervisor of Ryman villages is Anchorage Trustee Services Limited (Anchorage). Anchorage's contact details are included later in this policy.

We will ask Anchorage to work with both of us on the complaint. As part of this, Anchorage will provide an impartial point of view and recommend a way forward.

3. *Option of mediation or an independent third party*

If your complaint is not resolved to your satisfaction under step 2 above within 20 working days of us referring it to Anchorage, we will give you the option of referring the complaint to mediation.

If this step ever arises, we will explain to you at that time how the mediation would work and how a mediator will be selected. We will do this before you have to decide whether to proceed with mediation.

You may incur costs if you decide to refer the complaint to mediation. These could include a share of the mediator's costs. You will also be responsible for any other costs you incur in relation to the mediation, such as your lawyer's fees.

As an alternative to mediation, both of us can agree at this stage to refer the complaint to an independent third party.

Resolution of your complaint

Where your complaint is resolved under step 1 (us working together), step 2 (with help from Anchorage) or step 3 (in mediation or with the help of an independent third party), the solution both of us have agreed on will be documented in writing.

We will prepare the written document recording the solution, and then give you the opportunity to check that it reflects our agreed outcome. Both of us will 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, where:

- you do not want to refer your complaint to mediation under step 3 above; or
- your complaint is not resolved to your and our satisfaction within 20 working days of the complaint being referred to mediation under step 3 above.

If you wish to take this step, we can explain to you in more detail how you would need to go about doing this. In broad terms you will need to issue a formal dispute notice under the Retirement Villages Act.

You may also decide to refer your formal complaint to a disputes panel at an earlier time if you are entitled to do so under the Retirement Villages Act.

The operator meets the costs of a dispute panel unless the panel decides otherwise. A disputes panel can choose to award costs against an unsuccessful party, which can be an operator or a resident.

This means if your complaint was heard by a disputes panel, and your complaint was not successful, you could be responsible for paying the costs of the panel and/or another party to the dispute.

People you can talk to

If you'd like to talk to someone else about a complaint you wish to make or have already made, you should feel free to talk to our Operations Manager:

Chief Operations Officer

PO Box 771

Christchurch

Telephone: 0800 588 222

There are also people outside of Ryman who you may want to talk to.

These people may include a family member, friend or someone else you are comfortable talking to.

You may also want to talk to one of the following.

Anchorage Trustee Services Limited (Anchorage)

Statutory supervisor of Ryman villages

Richard McLoughlin, General Manager

148 Victoria Street

PO Box 5

Christchurch 8140

Telephone: 03 379 2430

Retirement Villages Association

Not-for-profit body representing the retirement village sector

PO Box 25 022

Panama Street

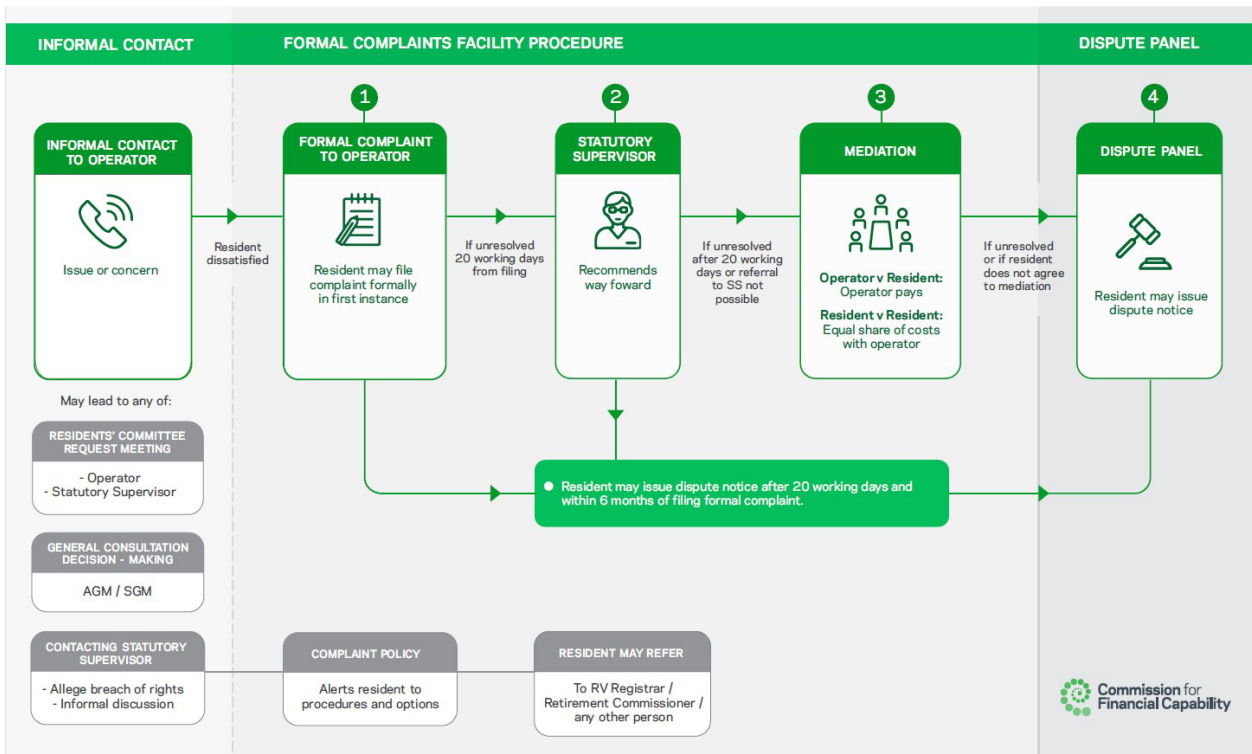
Wellington

Telephone: 04 499 7090

Code of Residents' Rights

Nothing in this policy stops you from raising an alleged breach of the Code of Residents' Rights, including with the statutory supervisor of your village (Anchorage), the Registrar of Retirement Villages or the Retirement Commissioner.

Anchorage's contact details are set out above, if you'd like to contact Anchorage in relation to an alleged breach of the Code of Residents' Rights. This could be instead of, or in addition to, making any formal complaint to us.



Contract Reference: RVCOP 32-36 (Part 3)