

Retirement Village Dispute Resolution Scheme

In accordance with the *Retirement Villages Act 1986*, this is Uniting’s Internal dispute resolution scheme (the Scheme) for Retirement Villages.

The Scheme sets out how we manage complaints about Uniting Retirement Villages, and disputes between residents.

Disputes between residents

Common disputes between residents can include:

- noisy or wandering pets
- excessive noise
- overhanging trees
- parking across driveways.

Uniting cannot intervene in matters that:

- are Police or legal matters, or
- are being dealt with by the committee, or
- if we do not have the consent of all parties to deal with the matter

You should first try to resolve disputes between neighbours by talking to your neighbour. You can also talk to the village committee if there is one.

If talking to your neighbour or the committee has not resolved the dispute, you may contact your Uniting representative.

Disputes about the management of the Retirement Village

Common disputes between residents and retirement villages operators can include matters about:

- changes to the services offered by the retirement village
- increases in the maintenance charges
- ongoing charges after a resident leaves or dies
- development or refurbishment plans for the retirement village.

Disputes about the management of the Retirement Village should be reported to your Uniting representative. You may also contact:

- Consumer Affairs Victoria
- Dispute Settlement Centre of Victoria (DSCV)

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- Victorian Civil Administrative Tribunal (VCAT), or
- Seek independent legal advice

Contacts	
Victorian Civil and Administrative Tribunal (VCAT)	Phone: 03 9628 9800 www.vcat.vic.gov.au
Dispute Settlement Centre of Victoria (DSCV)	Phone 1300 372 888 www.disputes.vic.gov.au
Consumer Affairs Victoria	Phone: 1300 558 181 www.consumer.vic.gov.au

How to report a complaint or dispute

You can report your dispute in person to your Uniting representative.

You can also report your dispute by:

- emailing consumerfeedback@unitingvictas.org.au
- calling (03) 9192 8100.
- completing a [feedback form](#) and posting it to:

Quality team

Uniting Vic.Tas

130 Lonsdale Street Melbourne Vic 3000

When you report your dispute you need to tell us:

- about the dispute
- the name and address of the other resident if the dispute is with another resident
- the outcome you would like

You can have a support person to help you at any stage.

How we manage of Retirement Village complaints or disputes

The Uniting representative will:

- acknowledge receiving the notification of a dispute and give you timelines for dealing with the matter
- record the matter and actions in the Uniting management system
- develop a plan to resolve the dispute
- keep you informed about how the matter is progressing
- refer you to the Dispute Settlement Centre of Victoria (DSCV) or other service or advocate if a dispute is unresolved
- present a de-identified report on complaints to the annual meeting of residents.

The report will include:

- the number and types
- action taken and outcome
- changes made or proposed to address issues identified as requiring a broader response

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