

2.12.4 Dispute Resolution Procedure, Saffron Grove Victoria

PURPOSE

The purpose of this procedure is to provide residents, staff, contractors and village management with a clear, fair and accessible process for raising, managing and resolving complaints and disputes within the retirement village community.

SCOPE

This procedure applies to:

- resident to resident disputes
- resident to staff or management complaints
- complaints relating to village operations, services or facilities
- disputes regarding village by-laws, conduct or behaviour
- disputes relating to contracts or village obligations

GUIDING PRINCIPLES

Karidis Retirement Villages is committed to:

- procedural fairness
- respectful communication
- timely management and resolution of complaints and disputes
- confidentiality and privacy, where appropriate
- supporting residents to raise concerns without fear of disadvantage
- maintaining residents' quiet enjoyment, safety and wellbeing

INFORMAL RESOLUTION

Where appropriate, residents are encouraged to first attempt to resolve minor concerns informally and respectfully between themselves. Participation in informal resolution is voluntary and will only be encouraged where it is appropriate and safe to do so.

Where residents do not feel comfortable doing so, or where the issue is not resolved, concerns may be raised with village management

LODGING A COMPLAINT OR DISPUTE

A complaint or dispute may be raised verbally or in writing with village management.

Residents may raise a complaint themselves or through an authorised representative. Reasonable assistance will be provided where a resident requires support to access or participate in the process.

The following information should be provided where possible:

- name of the person raising the concern
- date and details of the incident or issue
- parties involved
- any supporting information or documents
- desired outcome (if known)

ACKNOWLEDGEMENT OF COMPLAINT

Village management will acknowledge receipt of a complaint or dispute as soon as reasonably practicable. The acknowledgement will outline the next steps, the proposed contact person and, where practicable, the expected timeframe for responding.

Where the matter is not resolved within 72 hours, a formal dispute record will be established in accordance with the Retirement Villages Regulations 2026

ASSESSMENT AND REVIEW

Management will assess the matter having regard to:

- the nature and seriousness of the concern
- the safety and wellbeing of residents and staff
- village by-laws and contractual obligations
- procedural fairness for all parties
- whether the matter may be resolved informally or requires formal escalation
- whether immediate action is required to address health, safety or compliance risks.

RESOLUTION OPTIONS

Depending on the nature of the dispute, resolution options may include:

- facilitated discussion between the parties
- mediation or conciliation
- clarification of village rules or responsibilities
- behavioural expectations or warnings
- operational or procedural review
- referral to external dispute resolution pathways

RESIDENT TO RESIDENT DISPUTES

The village will seek to support respectful resolution of disputes between residents. Karidis will facilitate discussions where appropriate but will not determine private legal rights or compel residents to participate in mediation.

The village does not determine private legal rights between residents but may intervene where behaviour affects:

- resident safety
- quiet enjoyment
- harassment, intimidation or bullying concerns
- repeated breaches of village by-laws
- village harmony or operations

COMPLAINTS REGARDING STAFF OR MANAGEMENT

Complaints relating to staff or management conduct will be reviewed by appropriate management personnel. Where a complaint concerns the Village Manager, the matter will be managed by another authorised representative of Karidis Retirement Villages.

All parties will be treated respectfully and afforded procedural fairness during the review process.

RECORDS AND CONFIDENTIALITY

Records of disputes and complaint outcomes will be maintained in accordance with legislative requirements.

Information relating to disputes will be managed sensitively and collected, used and disclosed only where reasonably necessary for the management and resolution of the matter. While Karidis will take reasonable steps to maintain confidentiality, information may be disclosed where necessary to investigate the matter, comply with legal obligations or protect the health, safety or wellbeing of others.

EXTERNAL DISPUTE RESOLUTION

Where a matter cannot be resolved internally, residents may seek access to external dispute resolution options, including:

- Consumer Affairs Victoria (information and guidance)
- Dispute Settlement Centre Victoria (where appropriate)
- Victorian Civil and Administrative Tribunal (VCAT)
- Independent legal or advocacy services

Nothing in this procedure limits a resident's legal rights under applicable legislation

EMERGENCY OR SERIOUS SAFETY MATTERS

Where a complaint involves immediate risks to health, safety or wellbeing, the village may take urgent action considered reasonably necessary in the following circumstances:

- immediate risk to health or safety
- alleged criminal conduct
- elder abuse
- serious harassment or violence
- any matter requiring mandatory reporting.

REVIEW OF PROCEDURE

This procedure will be reviewed at least annually, or earlier if required by legislative or operational changes.

PATHWAY

Stage	Pathway	When used	Required action	Outcome / next step
1	Informal resolution	Minor concerns, misunderstandings, low-risk resident-to-resident issues	Encourage respectful direct discussion where appropriate and safe	Matter resolved without formal dispute record, if settled to resident's satisfaction
2	Notice to village contact person	Resident wishes to raise a formal village dispute verbally or in writing	Primary or alternative contact person records the dispute and provides a copy to resident	Management reviews issue and attempts early resolution
3	Internal review / management response	Matter requires management involvement, fact-	Assess issue, consider procedural fairness, safety, quiet	Written outcome confirming



Stage	Pathway	When used	Required action	Outcome / next step
		finding, staff input or review of by-laws/processes	enjoyment, by-laws and contract obligations	resolved or unresolved
4	Unresolved after 72 hours	Dispute not resolved to resident's satisfaction within 72 hours	Open/maintain formal dispute file, record reasons unresolved and actions proposed	Continue internal management and consider escalation options
5	Notice of outcome	Operator considers dispute resolved or unable to be resolved	Provide the resident with a written outcome as soon as reasonably practicable, including the reasons for the decision (where appropriate) and any available internal or external review options.	Resident may contact CAV, seek conciliation or legal advice
6	Consumer Affairs Victoria	Resident needs information, guidance or external assistance	Resident may contact Consumer Affairs Victoria for information, guidance and referral to appropriate dispute resolution pathways.	May proceed to conciliation if suitable
7	Dispute Settlement Centre Victoria (where appropriate)	Where independent mediation may assist the parties.	Parties may voluntarily participate in mediation.	Agreement reached or matter remains unresolved.
8	VCAT	Complex contractual disputes, termination matters, legal rights, binding orders required	Party applies to VCAT where jurisdiction exists	VCAT may make binding orders
9	Other legal / emergency pathways	Immediate safety risk, criminal conduct, elder abuse, serious harassment or urgent health/safety concern	Escalate to emergency services, police, legal advice or relevant safeguarding pathway	Managed outside or alongside village dispute process

Nothing in this procedure prevents a resident from seeking independent advice or exercising any rights available under the Retirement Villages Act 1986 (Vic) or other applicable legislation at any stage of the process.

Primary Contact for Complaints and Disputes:

Name:	Franco Tedesco
Position:	Village Manager
Mobile:	0458 519 574
Office:	03 8795 7380
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Internal Escalation Contacts

	Operations Manager	General Manager
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