THE RANGE RETIREMENT VILLAGE DROUIN DISPUTE RESOLUTION PROCEDURE

About the Dispute Resolution Procedure

This procedure provides a framework for disputes between:

1. The Range Retirement Village ("The Range") and a resident(s); and
2. Two or more residents residing in The Range

This procedure is governed by the legislation applicable to Victorian retirement villages, and is to support The Range and all residents to effectively manage disputes, and to encourage and support harmonious village life.

Contact persons

Primary Contact Person: Village Manager (TBA)

Email: drouin@therangeretirementvillage.com.au

Ph: 0494 827 420

Alternate Contact: Anthony Walker

Email: anthony@mobira.com.au

Ph: 0409 382 374

Postal address: 12 Norman Road, Drouin Vic 3818

Please direct notices of dispute (verbal or written) to the primary contact person. If the dispute involves the primary contact person, or when the primary contact person is unavailable or not empowered to deal with the dispute, please direct notices of dispute to the alternative contact person.

Giving notice of a dispute

A resident may give notice of a village dispute verbally or in writing. The notice of dispute can be submitted via the attached "Dispute Resolution Form".

A resident can be represented by another person when dealing with a dispute. Where a third party raises a dispute on behalf of a resident, and requires that the reply to the dispute be directed to that third party, the resident must give their express authority/permission for communication to take place between The Range Retirement Village and the third party. If a party is to be legally represented in a dispute/mediation etc, that party is required to give notice to the other party to ensure they are also given opportunity to seek legal advice/representation.

What happens after notice is given

As soon as practicable after receiving notice of a village dispute, the contact person will create a written record of the dispute and give a copy of that record to the resident who gave notice. This obligation does not apply if the contact person reasonably believes the dispute has already been settled to the resident's satisfaction.

As soon as practicable, The Range will commence an internal investigation of a dispute. Investigations may include looking at supporting documents, talking to parties or other residents and seeking specialist advice. The Range will consider the contents of the Dispute Resolution Form, if completed, particularly outcome sought and preferred resolution process.

If possible, The Range contact person will attempt to resolve the issue within 72 hours. To help with quick resolution, it may be suggested that the parties to the dispute get together for an informal discussion. If it is clear at the outset that a more formal discussion is required, it may be recommended that this conversation be facilitated by a mediator.

If the dispute is not resolved to the resident's satisfaction within 72 hours of notice being given, the operator will create and maintain a written record of the dispute, including the

reasons it is considered unresolved and the actions that will or may be taken. Records will be retained for 7 years.

Resolution and non-resolution

When The Range and the primary contact person or alternative contact person considers the dispute is resolved or cannot be resolved, the resident will be notified as soon as practicable.

A notice that the dispute is resolved will set out details of the resolution.

A notice that the dispute cannot be resolved will set out the reasons and will inform the resident that they may:

- contact Consumer Affairs Victoria for assistance (https://www.consumer.vic.gov.au/contact-us)
- apply for conciliation through VicAssist Retirement Villages, the retirement villages conciliation service (https://www.vic.gov.au/retirement-village-dispute-help)
- seek independent legal advice.

Dispute reporting at the annual meeting

The Range will keep a record of all village disputes of which notice has been given, including records of outcomes and actions taken. At each annual meeting the operator will present a report on:

- the number and nature of disputes in the previous year
- the outcome of each dispute, and
- any changes made or proposed in response.

The report will not identify the parties to any dispute. Within 14 days of the annual meeting, The Range will provide a copy of the dispute report to the Director of Consumer Affairs Victoria each year via myCAV.

THE RANGE RETIREMENT VILLAGE DROUIN DISPUTE RESOLUTION FORM

You may complete this form to lodge a dispute. Attach additional pages if required.

Primary Contact Person: Village Manager (TBA)

Email: drouin@therangeretirementvillage.com.au

Ph: : 0494 827 420

Alternate Contact: Anthony Walker

Email: anthony@mobira.com.au

Ph: 0409 382 374

Postal address: 12 Norman Road, Drouin Vic 3818

1. Resident Details

Resident Name _____

Unit Number _____

Phone _____

Email _____

Preferred Contact _____

Preferred Contact: ☐ Phone ☐ Email ☐ Letter ☐ In Person

2. Nature of Dispute

Describe the issue:

3. Outcome Sought

4. Previous Resolution Attempts

☐ Yes ☐ No

Details:

5. Supporting Documents

☐ Letters
☐ Emails
☐ Photographs
☐ Maintenance Requests
☐ Invoices
☐ Other: _____

6. Preferred Resolution Process

☐ Informal Discussion
☐ Meeting with Management
☐ Mediation
☐ Other: _____

Declaration

I declare that the information provided is true and correct to the best of my knowledge.

Resident Signature _____

Date _____

Office Use Only

Received by: _____

☐ Acknowledged ☐ Under Investigation ☐ Resolved ☐ Closed

Reference No: _____

Outcome Summary: