



We want residents to feel comfortable raising concerns early. Your feedback helps us understand what is working well, what needs to improve, and how we can continue to provide safe, respectful and well-managed retirement villages.

You can raise a complaint or dispute without fear of being treated unfairly because you have spoken up.

What is the difference between a complaint and a dispute?

Complaint: A complaint is when you tell us you are unhappy with something about the village, our services, communication, decisions, actions, inaction, or how we handled a previous concern.

Dispute: A dispute is a disagreement that needs a more structured process to resolve. It may be between you and Bolton Clarke, or between residents where the issue affects safety, wellbeing, quiet enjoyment, village rules, by-laws, common areas or village harmony.

How to raise a concern

- Speak with your Village Manager or the alternative contact person listed above.
- Phone Bolton Clarke on 1300 221 122.
- Use the contact form on the Bolton Clarke website.
- Write to Bolton Clarke Retirement Living at Level 3, 44 Musk Avenue, Kelvin Grove QLD 4059.
- Ask a family member, advocate, representative or support person to help you.
- Ask your resident committee or residents association for support if you wish.

You can raise a concern in person, by phone, by email, by letter, through a feedback form, or through the Bolton Clarke website. If you tell us you are unhappy, disagree with something, or want a matter resolved, we will help work out the right process.

Our process at a glance

TELL US You raise the concern verbally or in writing	RECORD We record the matter and outcome sought.	CHECK RISK We act first on urgent safety or wellbeing risks.	ACKNOWLEDGE We confirm the process and next steps.	REVIEW We review information and speak with relevant people.	OUTCOME We explain the outcome or next options.
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What is covered and not covered

Covered by this process

Complaints about village services, facilities, maintenance, billing, communication, decisions, staff conduct or complaint handling. Internal disputes about rights, obligations, contracts, village rules, fees, services, facilities, maintenance, budgets, exit matters or unresolved complaints.

Not covered by this process

Clinical or home care complaints managed under aged care processes; privacy complaints; staff workplace grievances; emergencies or incidents needing immediate action; matters already before a tribunal or court unless Bolton Clarke confirms internal action can continue.

Village disputes in New South Wales

A village dispute may be a dispute between a resident and Bolton Clarke about the control, management or administration of the village, an action or failure to act affecting residents' use or enjoyment of village land, the provision or failure to provide services, or a dispute between residents.

A resident may give notice of a village dispute to the primary contact person. If the dispute involves the primary contact person, or the primary contact person is unavailable or not empowered to deal with the dispute, the resident may give notice to the alternative contact person.

How notice of a village dispute can be given

- verbally, by describing the dispute to the primary or alternative contact person;
- in writing by post or in person;
- by email or another electronic communication method listed for the contact person.

Bolton Clarke will not require a village dispute to be in writing. A resident may be represented by another person when dealing with the dispute.

Village dispute contact table

Item	Details
Village name & address	Riverwood Village, 990 Padman Drive, West Albury NSW 2640
Primary contact person	Robyn Anderson, Village Manager 0419 896 928, randerson5@boltonclarke.com.au Riverwood Village, 990 Padman Drive, West Albury NSW 2640
Alternative contact person	David Gent, Assistant Regional Operations Manager 0473 561 993, dgent@boltonclarke.com.au Bolton Clarke, Suite 3.01B, 134 Logis Boulevard, Dandenong South VIC 3175
NSW Fair Trading	13 32 20

New South Wales timeframes, recording and publication

Action	Timeframe / requirement
Acknowledge complaint or internal dispute	Within 5 business days after it is made.
Manage the matter	Within 60 days after it is made, including providing an expected resolution date where possible.
Complex matters	We will explain why more time is needed and provide updates.
Record keeping	We keep records of complaints and internal disputes, including action taken, outcome, escalation and annual numbers, for 7 years.

Process review	This process is reviewed at least every 2 years.
Publication	It must be available online with the village information, posted on the official village notice board, and provided free of charge to residents. If a resident agrees, it may be provided electronically. Otherwise, it should be provided in hard copy.

What we will not do in New South Wales

- require notice of a village dispute to be in writing;
- prevent a resident from being represented by another person;
- take action that could reasonably deter a person from giving notice of a dispute;
- cause detriment to a resident because the resident, or another resident, has given or proposes to give notice of a dispute;
- use this process to override another law or a contract.

Resolution Options

- quick explanation or correction
- apology where appropriate
- repair, maintenance, follow-up or service action
- review by the Village Manager, Operations Manager or another relevant manager
- meeting or facilitated discussion
- referral to a specialist Bolton Clarke team
- external mediation, NSW Fair Trading, NCAT or another appropriate external body.

Your rights during the process

- be treated respectfully and fairly;
- have your concern considered objectively;
- have a support person, advocate, family member or representative assist you;
- ask for help to communicate your concern;
- be told what process is being used and who is managing it;
- receive updates where the matter takes time;
- have your personal information treated confidentially;
- seek external advice or assistance at any time.

If another person is acting for you, we may need to confirm your consent or their legal authority before we can share personal information with them.

If your concern is about another resident

Where safe and appropriate, it is often best to speak respectfully with the other resident first. Some issues can be resolved quickly through a calm conversation.

If you do not feel comfortable doing this, or if the matter is ongoing, serious or affecting village harmony, you can speak with your Village Manager or alternative contact person.

- Bolton Clarke may help clarify the issue, remind residents of village rules and community expectations, facilitate discussion where everyone agrees, suggest mediation, manage safety or wellbeing concerns, or

take action where the issue involves village rules, by-laws, contract obligations or safety.

- Bolton Clarke does not act as a court or tribunal between residents and cannot force a private agreement between residents.

External options in New South Wales

You may seek external advice or assistance at any time. External options include:

- NSW Fair Trading, including mediation where available (13 32 20)
- NSW Civil and Administrative Tribunal (NCAT) (1300 006 228)
- The Retirement Living Code of Conduct Administrator – complaints@rlcode.com.au
- Seniors Rights Service (1800 424 079) or another resident advocacy service
- Retirement Village Residents Association (RVRA) (1300 787 213)

Respectful communication

We understand that complaints and disputes can be stressful. We will do our best to listen, explain the process and work with you respectfully.

We also ask everyone involved to communicate respectfully. Bolton Clarke workers are not expected to tolerate behaviour that is abusive, threatening, harassing, discriminatory, intimidating or unsafe. If this occurs, we may pause a meeting, change the way communication occurs, nominate one contact person, or take other reasonable steps to keep people safe. Valid issues raised will still be considered.