

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

1. Tell us Raise the concern verbally or in writing	2. Record We record the matter and outcome sought.	3. Check Risk We act first on urgent safety or wellbeing risks.	4. Acknowledge We confirm the process and next steps.	5. Review We review information and speak with relevant people.	6. Outcome We explain the outcome or next options.
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Privacy and confidentiality

We will only share information about your complaint or dispute with people who need to know so the matter can be managed, resolved, reviewed or escalated. This may include relevant Bolton Clarke staff, contractors, advisers, insurers, regulators or external dispute bodies where required or allowed by law.

We manage personal information in line with Bolton Clarke's Privacy Policy.

Victorian village disputes

In Victoria, 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.

Village dispute contact table

Item	Details
Village name	Templestowe Manor
Village address	410 Thompsons Road, Lower Templestowe VIC 3107
Primary contact person	Guy Marinucci, Senior Village manager 0499 714 196, gmarinucci@boltonclarke.com.au 31-39 Alma Road, St Kilda VIC 3182
Alternative contact person	David Gent, Assistance Regional Operations Manager 0473 561 993, dgent@boltonclarke.com.au Suite 3.01B, 134 Logis Blvd Logis Connect, Dandenong South VIC 3175
Consumer Affairs Victoria	1300 55 81 81 GPO Box 123, Melbourne VIC 3001 / consumer.vic.gov.au

How notice of a Victorian 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 Victorian village dispute to be in writing. A resident may be represented by another person when dealing with the dispute.

Victorian timeframes and recording

Action	Timeframe / requirement
Record notice of village dispute	As soon as practicable after receiving notice, unless the person receiving notice reasonably believes the dispute has been settled.
Give resident a copy of the record	As soon as practicable after the record is created.
If not resolved within 72 hours	Bolton Clarke will create and maintain a written record of the dispute, reasons it has not been resolved and any action it intends to take.
Copy of village dispute procedure on request	Within 2 business days after the request is made.
Publication	The village dispute procedure must be available online with the village information and available at the village.

What we will not do in Victoria

- 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.

Victorian conciliation and external options

If a village dispute cannot be resolved internally, you may seek advice from Consumer Affairs Victoria. A Victorian conciliation process may be available depending on the issue. Other external options may also be available depending on the nature of the dispute, including:

- Consumer Affairs Victoria;
- Victorian retirement village conciliation pathway, where available;
- Victorian Civil and Administrative Tribunal (VCAT), where available;
- Dispute Settlement Centre of Victoria for appropriate resident-to-resident or interpersonal disputes;
- the Retirement Living Code of Conduct Administrator - complaints@rlcode.com.au;
- Elder Rights Advocacy or another advocacy service.

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.

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.