



Feedback or Complaint?

At IPLiving, your experience is central to everything we do.

We know that while living at the Village, you will have some experiences to celebrate and possibly from time to time, issues or concerns may arise – and we want you to feel confident and comfortable sharing any feedback.

To learn more, see the following page



Our Process

STEP 1 - RAISING THE CONCERN OR COMPLAINT

The dispute may be delivered verbally, written and handed to the Contact, or posted to the postal address if you prefer.

Particulars of the complaint or dispute can be provided to the Contact, or if the dispute involves the Contact (or the Contact is not available or unable), then particulars of the dispute can be provided to the Alternate Contact.

Main Contact

Contact: Tania Deodato Phone: 0448 141 576
Email: manager@pinetreedonvale.com.au

Alternate Contact

Contact: Nathan Broad Phone: 0447923881
Email: nbroad@ipliving.com.au

Postal Address: Office, 330 Springvale Road Donvale VIC 3111



STEP 2 - ACKNOWLEDGEMENT: Community Manager or (IPLiving Team Member)

Acknowledge complaint within 2 business days



DECISION

Can the matter be resolved quickly and informally?

Yes



INFORMAL RESOLUTION

- Local discussion/supported conversation
- Reasonable acceptable action taken
- Outcome explained to resident



STEP 3 - FORMAL COMPLAINT/DISPUTE

- Case opened in complaints and disputes log
- Owner/Operator notified as required
- Notice of Record will be provided to the person who gave notice of the dispute



STEP 4 - INVESTIGATION & ACTION

- Investigation/mediation undertaken
- Updates every 14 business days if unresolved
- Outcome communicated
- Escalation within IPLiving if required

Nathan Broad
0447 923 881 | nbroad@ipliving.com.au
or another senior IPLiving team member
03 8825 7600 to be able to triage in my absence



DECISION

Did the outcome resolve the complaint/dispute?



Record in Complaints Register

- All details of the matter are recorded (If not resolved within 72 hours, must be recorded)



STEP 5 - EXTERNAL DISPUTE RESOLUTION

Resident advised of right to external escalation (at any time):

NSW:

NSW Fair Trading (mediation) | 13 32 20
NCAT | 1300 006 228

VIC:

Consumer Affairs Victoria (CAV) | 1300 55 81 81
Dispute Settlement Centre of Victoria (DSCV) | 1300 372 888
VCAT | 1300 01 8228

At all times the resident has the right to seek advice from CAV on the dispute