PINNACLE LIVING
BRINGING RETIREMENT TO LIFE

TUDOR VILLAGE
LILYDALE

Tudor Village

Dispute Resolution and Complaints Handling Procedure
Policy PPF 4.6.5

1. Purpose

This policy is prepared for the guidance of residents, management and staff for matters associated with the handling of complaints and disputes between residents, residents and management and village dispute resolution as per the Retirement Villages Act Regulations 2026.

2. Definitions

Tudor Village operates under the Retirement Village Act and the Owners Corporation Act (Vic) 2006

In the procedure, the following definitions apply:

'**Management Dispute**' means a dispute between a resident and the operator or proprietor of the Retirement Village (the 'Village') about the matters listed at Section 3E of the Act;

'**Operator**' means TV Mews(Management) Pty Ltd;

'Proprietor' means TV Mews Pty Ltd;

'Resident Dispute' means a dispute between residents in a retirement village about any action or failure to act by residents in the village that affects a) the use and enjoyment of the village land by other residents; or b) the use of services by other residents in the village, being services provided to the residents by the Operator;

'Village Dispute' means either a management dispute or a resident dispute.

Contact Persons are as follows (s38P & s38Y):

Primary Village contact details are as follows:

Tudor Village:

Contact	**Tatjana Zelenkova, Village Manager**
Address:	520 Maroondah Highway, Lilydale
Telephone:	03 9739 6122
Email:	enquiries@tudorvillage.com.au

Alternative contact details

Name:	Mr Michael Morgan Operations Manager
Address:	165 Union Road Surrey Hills
Postal Address:	P.O. Box 720, Balwyn VIC 3103
Telephone:	03 9890 8500
Email:	enquiries@tudorvillage.com.au

3. Resident Assistance (s38O & s38T)

Residents may seek advice on a village dispute from the Director of Consumer Affairs or from the Department of Consumer Affairs Victoria, 1300 55 81 81 www.consumer.vic.gov.au, or P.O. Box 123, Melbourne, 3001.

Residents may by represented by another person of their choice.

4. Procedure

A. Deterring Disputes (s38U)

The Operator and contact persons of the Operator are not to do anything that might reasonably be regarded as deterring a person from giving notice of a dispute or causing a detriment to a resident due to a dispute.

B. Initiating a Dispute (s38Q)

A resident who is involved in a village dispute may give notice of the dispute to the primary contact person, or if the dispute involves that person or that person is not available, the alternative contact person.

A notice of a dispute may be given verbally by describing the dispute to the contact person, in writing by post, or by email.

C. Record of Dispute (s38R &s38V)

A primary or alternative contact person must create a record as soon as practical following receipt of notice of dispute as follows:

a. create and maintain a record of the dispute in Villagemaster;
b. record the date on which the entry is first established;
c. record the name, address and telephone number of the resident and their representative, if any;
d. record if the dispute was raised verbally or in writing;
e. record the nature of the dispute as described by the complainant;
f. record correspondence or any other information provided;
g. record details of the resolution sought, if this is known;
h. provide a copy of this record to the resident; and
i. maintain these records for a minimum of 7 years;

D. Resolving a dispute (s38O)

The Operator, contact person or alternative contact person must not take any action without the consent of a resident who is party to a dispute, that duplicates, is inconsistent with or purports to override any law or resident agreement.

The Contact person is to make suitable and necessary enquiries to ascertain a fair and reasonable understanding of the matters of the dispute, having regard to the following:

a. Observations of witnesses, including the perspective of other residents in the case of resident disputes
b. Impartial evidence, such as CCTV Records
c. A description of the dispute as advised by the complainant
d. Terms and conditions of any contract the resident is a party to
e. Village rules and policies of the Operator
f. Council by-law, State or Federal Acts of Parliament

In considering any dispute, the Operator shall maintain an open mind and an objective view on the nature of the dispute.

The Operator will maintain confidentiality of the nature of the dispute and the identity of the parties so far as is reasonable possible without jeopardizing enquiries.

With the benefit of the above enquiries and information, the Operator will respond to the resident with their analysis of the dispute.

Subject to the foregoing, the Operator may invite residents to endeavour to resolve a dispute by mediation, participation in which is at the discretion of residents.

In the event that the dispute is able to be resolved by agreement, the contact person is to explain the resolution to the parties, to make a written record of the resolution and provide a copy of that record to the parties.

In the event that the dispute is unable to be resolved with the agreement of residents, the Operator is to record the analysis of the dispute and any recommendations or suggestions provided to the resident to resolve the dispute (which may or may not be acceptable to the resident), and provide a copy of that record to the residents involved in the dispute.

E. Other Matters (s38ZA)

Annual Meetings

The Operator will present an anonymous report to each Annual Meeting of residents in relation to complaints summarising the following:

(a) The number and nature of disputes in the previous year;
(b) The outcome of each dispute, including the action taken to resolve the dispute; and
(c) Any changes made or proposed to be made to address issues arising out of a dispute.

The above report will be provided to Consumer Affairs within 14 days of the Annual Meeting.

5. Owners Corporation Disputes and Complaints

Owners Corporations Regulations 2018

"Owners Corporation Manager"

At Tudor Village Lilydale, the Operator is also the Manager of the Owners Corporations. The Chief Executive Officer is Mr Geoffrey Reeve, whose contact details are as follows:

Address: 165 Union Road Surrey Hills
Postal Address: P.O. Box 720, Balwyn VIC 3103
Telephone: 03 9890 8500
Email: info@pinnacleliving.com.au

1. The grievance procedure set out in this rule applies to disputes involving a lot owner, manager, or an occupier or the owners corporation.

2. The party making the complaint must prepare a written statement in the approved m form. Available at *www.consumer.vic.gov.au or available as (PPF 4.6.2 Prescribed Owners Corporation Complaint Form)*

3. The Manager of the owners corporation must be notified of any dispute by the complainant, regardless of whether the owners corporation is an immediate party to the dispute.

4. The parties to the dispute must meet and discuss the matter in dispute, along with Manager of the owners corporation, within 28 calendar days after the dispute comes to the attention of all the parties.

a) A meeting under subrule (4) may be held in person or by teleconferencing, including by videoconference.

5. A party to the dispute may appoint a person to act or appear on his or her behalf at the meeting.

a) Subject to subrule 5(b), the Manager may elect to obtain expert evidence to assist with the resolution of the dispute.

b) The Manager may obtain expert evidence to assist with the resolution of a dispute if the Manager or the parties to the dispute agree in writing to pay for the cost of obtaining that expert evidence.

6. If the dispute is not resolved, the Manager must notify each party of his or her right to take further action under Part 10 of the Owners Corporations Act 2006.

7. This process is separate from and does not limit any further action under Part 10 of the Owners Corporations Act 2006.