

RESIDENT FEEDBACK AND DISPUTE RESOLUTION POLICY

Purpose

At Levande we recognise the importance to our residents of listening to what they have to say about our products, services or people. We also recognise that feedback from our residents provides opportunities to build knowledge, improve our products and services and enhance our relationship with our residents.

The purpose of this Policy is to outline Levande's approach to managing resident feedback, including positive feedback, resident complaints and internal disputes or resident suggestions for improvement. It outlines the guiding principles that Levande will follow when dealing with resident complaints or disputes, including avenues for escalation, and provides information about providing additional support or feedback, including making a complaint.

Scope

This Policy applies to Deakin TopCo Pty Ltd, its related companies and trusts, (collectively, **Levande**) and all Levande directors, officers and employees (including permanent, casual or fixed term employees and temporary workers including consultants) (**People** or **Persons**).

Guiding Principles

Accessibility, Visibility & Transparency

This Policy will be available on our website and at our Villages.

If we discover that a resident requires support or assistance during the process, we will take steps to see that appropriate assistance or support is provided so that the resident can meaningfully participate in the process.

Responsive

We will acknowledge receipt of feedback promptly and respond in full in a reasonable timeframe taking into account the nature of the feedback and the urgency of issues raised. We are committed to resolving complaints as quickly as possible. We will seek to resolve a complaint at the first point of contact, but if we cannot, we will communicate expected timeframes to you and inform you if we think there may be some delay.

We aim to provide initial acknowledgment of receipt of any type of feedback within 24 hours and no longer than 5 working days after receiving it.

Consistent with the committed timeframes of resolution under the Property Council or Australia's Retirement Living Code of Conduct, we will endeavour to resolve a complaint or internal dispute within 15 working days of receiving it. There may be occasions whereby an investigation or further exploration needs to take place requiring a longer response period to matters. On these occasions we will keep the complainant informed of our progress.

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Objective, Fair and Equitable

We will review, and where appropriate investigate, each complaint in an objective and unbiased manner. We will take all reasonable steps to make sure that you are not adversely affected because a complaint was made by you or on your behalf. If a complainant's behaviour during the process is unreasonable, we will still endeavour to take all reasonable steps to address the valid issues raised in the complaint in a fair and ethical manner.

Conduct and Communication

We will be helpful, courteous and professional in all our dealings and will maintain confidentiality and act impartially in responding to all matters. We will explain the reasons for our decision and any remedy or resolution we consider fair and reasonable in the circumstances. We will provide contact details or the person managing your matter so that you know who to contact during the process.

Accountability, Learning and Prevention

In all circumstances, we will attempt to put things right for a complainant, at as early a stage as possible. We will monitor feedback to gain insight on areas for improvement and issues requiring deeper analysis to prevent recurrence. Where we have made a mistake we will acknowledge that and take steps to see that similar mistakes aren't made in the future. Our People undertake training on the importance of complaints and this Policy. We undertake periodic reviews and audits of our complaints management system to assess our adherence to this Policy, and to evaluate the overall effectiveness and suitability of our complaints Management system.

How to give Feedback, including making a Complaint

Directly to Levande

Feedback, including a complaint or internal dispute may be submitted by telephone, mail, email or in person. Feedback may be lodged by a customer, resident and/or persons acting on behalf of customers or residents. Complaints should be addressed to the **Village Manager** in the first instance. This can be done through the following suggested methods:

- meeting with the Village Manager, *(insert name here)* in person between the hours of *(insert hours here)*;
- by telephoning the Village Manager; or
- in writing, either by way of letter or via email

For confidential, sensitive and other similar complaints, they can be lodged via the following channels:

- by contacting your Area Manager;
- by telephone on 1800 72 71 70;
- online via our website at www.levande.com.au/contact-us/;
- in writing, either by way of letter or via email, to:

Levande Customer Experience Manager

Levande

Level 18, 9 Castlereagh St

Sydney NSW 2000

RL_Operations@Levande.com.au

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Via the Property Council's Retirement Living Code of Conduct

Levande is a signatory to the Property Council of Australia's Retirement Living Code of Conduct. As such complaints in relation to Levande can be made via the Code Administrator:

Via email: complaints@rlcode.com.au
In writing: Code of Conduct Administrator
Level 7, 136 Exhibition St
MELBOURNE VIC 3000
Via telephone: 03 9664 4234

Escalation

Should a complainant wish to escalate a complaint or internal dispute to an external body, there are processes available through various relevant bodies within each state as listed below:

NSW – *NSW Fair Trading* – Ph: 13 77 88 www.fairtrading.nsw.gov.au

ACT – *Access Canberra (Fair Trading)* – Ph 13 22 81 www.accesscanberra.act.gov.au

QLD – *Queensland Government* – Ph 07 3008 3450 www.qld.gov.au

VIC – *Consumer Affairs Victoria* – Ph 1300 55 81 81 www.consumer.vic.gov.au

SA – *Office of the Ageing* – Ph 08 8204 2420 www.sahealth.sa.gov.au

Information to Provide with a Complaint or Dispute

It will assist us to consider a complaint or dispute efficiently if we are provided with as much relevant information as possible at the time of making the complaint, including:

- a clear description of the concern or issues and what it is believed may have caused it;
- details of any relevant events, actions, conversations or statements;
- any supporting evidence, including any documents, photographs etc; and
- any special arrangements we should follow, including any contact details or support needs.

Compliance

Compliance with this Policy by all Levande People is mandatory. Any Person who breaches this Policy may face disciplinary action up to and including dismissal.

Review

This Policy is to be reviewed **every 2 years** or whenever any change (eg, change to Levande's external operating environment, strategic direction, organisation structure or a legislative or regulatory change) requires review.

Related Policies, Guidelines and Forms

Property Council of Australia Retirement Living Code of Conduct
Privacy Policy

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Questions or Further Information

Please contact Levande Customer Experience Manager if you have any questions on this document.

Document Control

REVISION	DATE	OWNER	APPROVER	CHANGES MADE
1.0	24 May 2023	Chief Operations Officer	Board	Initial Document
2.0	29 August 2024	Chief Operations Officer	Board	Reviewed Document
