

RESIDENT FEEDBACK AND DISPUTE RESOLUTION POLICY

Purpose

At Levande we recognise the importance of listening to what our residents 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, services and enhance relationships with our residents.

The purpose of this Policy is to outline Levande's approach to managing resident feedback, including positive feedback, complaints, internal disputes and suggestions for improvement. It outlines the guiding principles that Levande will follow when dealing with resident complaints or internal disputes, including avenues for escalation, and includes information about providing additional support and feedback to residents when 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 and volunteers) (**People** or **Persons**).

Guiding Principles

Accessibility, Visibility & Transparency

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

If a resident requires support or assistance when making a complaint or dealing with an internal dispute at any stage 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 the 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 of any likely delay.

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

In accordance with the Property Council of Australia's Retirement Living Code of Conduct, we will endeavour to resolve a complaint or internal dispute within 15 working days of receiving it.

Objective, Fair and Equitable

We will review, and where appropriate investigate, each complaint or internal dispute in an objective and unbiased manner. We will take all reasonable steps to ensure that residents are not adversely affected because a complaint was made by them or on their behalf. We will endeavour to take all reasonable steps to address the valid issues raised in complaints and internal disputes in a fair and ethical manner.

RESIDENT FEEDBACK AND DISPUTE RESOLUTION POLICY

Levande commits to treating complaints and internal disputes as confidential and private. This includes communicating the existence of a complaint or internal dispute and its subject matter on a need to know basis. All personal information will be held in accordance with Levande's Privacy Policy.

Conduct and Communication

We will be helpful, courteous and professional in all our dealings. We will explain the reasons for our decisions and any remedy or resolution we consider fair and reasonable in the circumstances. We will provide contact details for 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 and report on feedback received in all dealings 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 mistake and take steps to ensure that similar mistakes aren't made. 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 complaints or internal disputes may be submitted by telephone, mail, email or in person. Feedback may be lodged by a resident and/or persons acting on behalf of 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 in person;
- by telephoning the Village Manager;
- 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:

Chief Operating Officer

Levande

Level 18, 9 Castlereagh St

Sydney NSW 2000

RL_Operations@Levande.com.au

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 to Levande can be made to via the Code Administrator:

Via email: complaints@rlcode.com.au

In writing: Code of Conduct Administrator

RESIDENT FEEDBACK AND DISPUTE RESOLUTION POLICY

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. The relevant Levande case manager, Village Manager or Area Manager can provide these details upon request.

Information to Provide with a Complaint or Internal Dispute

It will assist us to consider a complaint or internal 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;
- 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 **at least annually** 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
Resident Feedback and Dispute Resolution Procedure

Questions or Further Information

Please contact your Area Manager or Chief Operations Officer 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