

RETIREMENT VILLAGES

6-monthly complaint reporting

For period 1 April 2018 to 31 October 2018

22 November 2018

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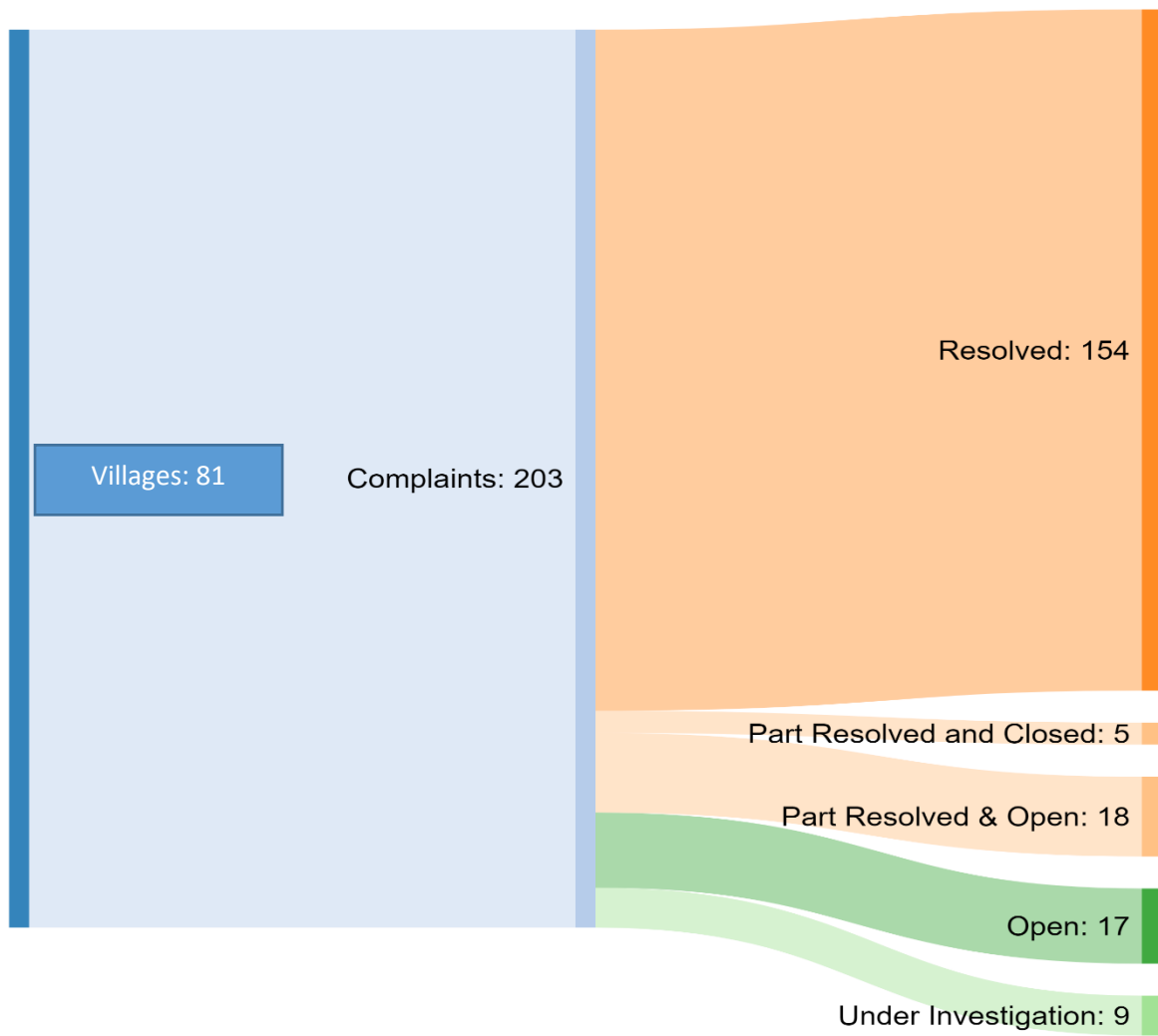
Signed off by Troy Churton, National Manager - Retirement Villages

Online complaints portal system by Jason Gambitsis, Digital Channels Manager

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- The Commission for Financial Capability (CFFC) monitors the effects of the Retirement Villages (RV) Act (2003), Regulations and Code of Practice. Variations to the Code of Practice became effective 1 April 2017 requiring all operators to report to the Retirement Commissioner six-monthly in relation to any formal complaints received, including to confirm that no complaints were received.
- CFFC receives an updated list and email contacts for all registered retirement villages from the Registrar of Retirement Villages before contacting operators and before opening the reporting portal on the Commission's website. The portal is opened for at least five weeks at the end of each reporting period.
- Prior to this reporting period there were 416 registered retirement villages. CFFC sends at least 3 electronic direct mail to operator contact email addresses before and during the opening period for reporting, including an extensive User Guide. CFFC appreciates the support of the Retirement Villages Association also notifying its members about complaint reporting requirements in its industry-wide newsletter.
- CFFC accepts it is unlikely to receive complaint reports from every registered village because a small number are registered but may be under construction or not yet operational for some other reason.
- CFFC undertook to publish a general summary of the data collected after each reporting period. It worked with stakeholders to design a data-reporting platform and will undertake reviews to improve future data and report-filing.
- In the reporting period 1 April to 31 October 2018, 127 users entered data into the complaints portal, representing 119 operators and 274 individual villages (compared to individual 340 villages for the previous reporting period, Oct 17 – April 18).
- Around 193 villages* (70%) had no complaints (71% in the previous reporting period). 81 villages reported 203 complaints (98 villages reported 181 complaints in the previous reporting period). 162 (91%) of resolved or part resolved complaints were resolved within 20 working days (similar to the previous reporting period).
- Future summary reports may provide a list of villages from whom no report was received through the portal for the reporting period.

*A few operators who had filed complaint reports for their villages which had complaints have subsequently sought permission to file 'no complaints' reports for other villages after the closing of the reporting period. However, because this report had already been written by the time these reports were filed, they are not included in the statistics in this report.

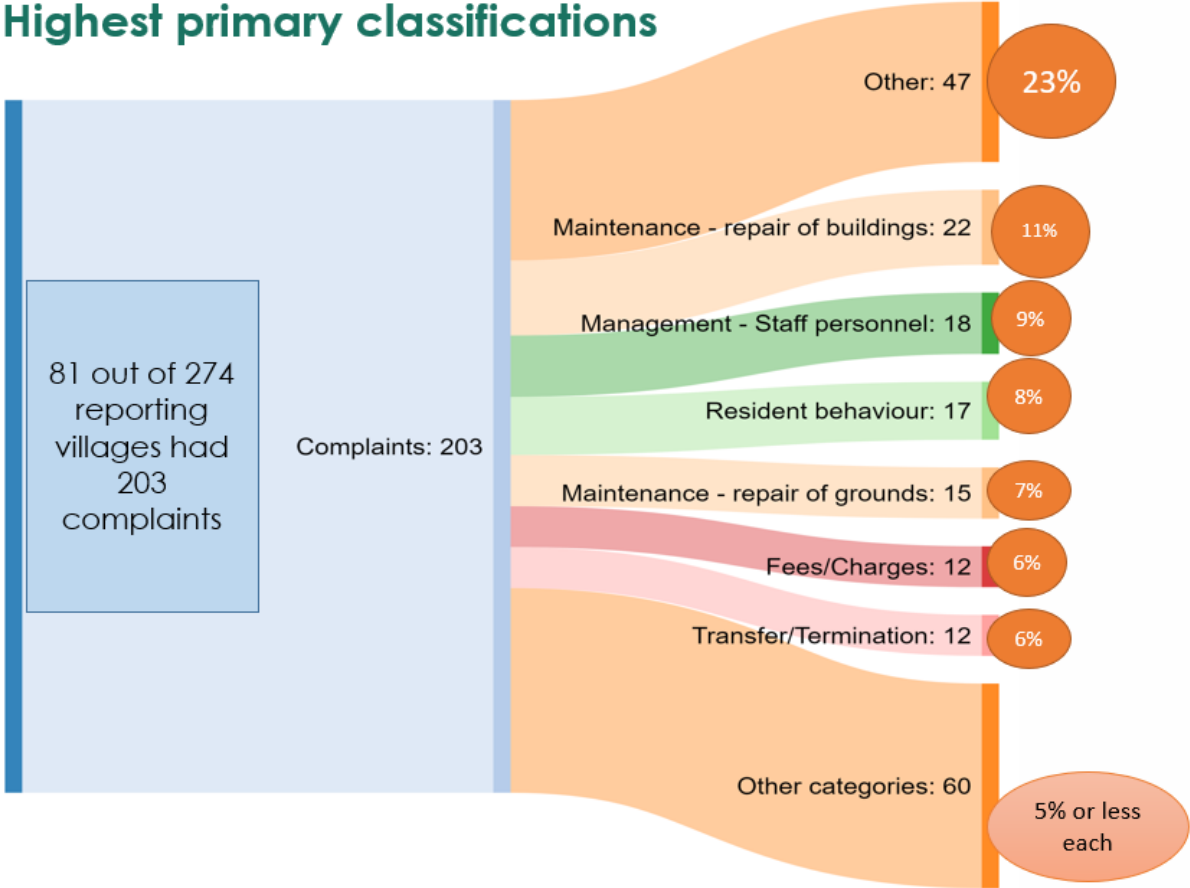


Several complaints received appeared to be informal in nature.

Some operators may have reported on informal as well as formal (i.e. written) complaints.

It is possible that informal-sounding matters were submitted in writing as formal complaints by residents.

Highest primary classifications



The top complaint categories were “Other”, Maintenance, Management – Staff Personnel and Resident Behaviour.

Many of the complaints classified as “Other” by reporting villages were related to service levels and service quality.

Table 1 and 2 below present a detailed breakdown of complaint categories, parties involved and complaint status. The tables are followed by a brief comment on the contents of complaints.

Table 1. Primary and secondary classification, resolution time and parties involved.

Main classification	Count	Resolved within 20 working days	Percentage resolved within 20 working days	Top secondary classification	Involved Statutory Supervisor	% involved statutory supervisor	Involved Mediator or Independent Third Party	% involved mediator or ITP
Code of resident rights breach	2	2	100%	N/A	1	50%	0	0%
Consultation / Policy change	5	2	40%	N/A	2	40%	1	20%
Fees / Charges	12	10	83%	N/A	1	8%	0	0%
Health & Safety	10	9	90%	N/A	2	20%	0	0%
Information request / Inadequate communication	10	10	100%	Consultation / Policy change	0	0%	0	0%
Maintenance / Repair of buildings	22	14	64%	Maintenance / Repair of grounds	1	5%	0	0%
Maintenance / Repair of grounds	15	15	100%	Health & Safety	1	7%	0	0%
Management / Staff personnel	18	17	94%	Service quality	1	6%	0	0%
ORA & Disclosure interpretation	5	0	0%	Resale	2	40%	1	20%
Other Secondary Classification	47	38	81%	Service quality	9	19%	0	0%
Refurbishment / Fair wear and tear / Damage	8	8	100%	N/A	0	0%	0	0%
Resale	3	1	33%	N/A	1	33%	0	0%
Resident behaviour	17	15	88%	Code of resident rights breach	1	6%	0	0%
Service levels	6	6	100%	N/A	1	17%	0	0%
Service quality	11	9	82%	Service levels	0	0%	0	0%
Transfer / Termination	12	6	50%	Fees/Charges	6	50%	6	50%
Grand Total	203	162	80%	Fees/Charges	29	14%	8	4%

Table 2. Complaint status by classification.

Main Classification		
Code of resident rights breach	2	
Resolved		2
Consultation / Policy change	5	
Resolved		3
Under Investigation		2
Fees / Charges	12	
Resolved		12
Health & Safety	10	
Part Resolved & Open		1
Resolved		9
Information request / Inadequate communication	10	
Resolved		10
Maintenance / Repair of buildings	22	
Part Resolved & Open		3
Resolved		17
Under Investigation		2
Maintenance / Repair of grounds	15	
Part Resolved & Open		2
Resolved		13
Management / Staff personnel	18	
Open		1
Resolved		17
ORA & Disclosure interpretation	5	
Part Resolved & Closed		1
Part Resolved & Open		2
Under Investigation		2
Other Secondary Classification	47	
Open		2
Part Resolved & Closed		2
Part Resolved & Open		7
Resolved		36
Refurbishment / Fair wear and tear / Damage	8	
Part Resolved & Closed		1
Resolved		7
Resale	3	
Resolved		3
Resident behaviour	17	
Open		2
Part Resolved & Closed		1
Part Resolved & Open		3
Resolved		9
Under Investigation		2
Service levels	6	
Resolved		6
Service quality	11	
Resolved		10
Under Investigation		1
Transfer / Termination	12	
Open		12
Grand Total		203

