

20 November 2020

██████████
RVRANZ Manager

Dear ██████,

Official Information request and response

Thank you for your request under the Official Information Act ("OIA") dated 3 November 2020.

You have requested:

1. A list of the villages that have received Formal Complaints over the last 5 years, listed in the 6 monthly timeframes, including a breakdown of the complaint categories for each village:

- *The village name and provider (i.e. Head Office),*
- *The number of complaints in each 6-month period,*
- *The category(s) that each complaint falls under,*
- *The number of complaints (for each village and provider) that were:*
 - *resolved within the 20 working days,*
 - *went to mediation*
 - *went to disputes panel.*

2. Copies of any complaints / concerns / questions raised (with names and organisations redacted) in relation to residents committees and resident groups.

Part One

You have asked for information that will be used by your Association to understand any patterns in the formal complaints and the split between villages / providers.

Summary reports for all operator complaint reporting are published on our website after each six-monthly reporting period. Those public reports include the information you have requested although we do not publish details identifying any specific operators; and we do not specifically gather information identifying residents and would not publish anything with potential to identify a resident. You can review those reports here: <https://cffc.govt.nz/retirement-villages/monitoring-and-reports/>

However, I am releasing a consolidated spreadsheet of data to satisfy your request. This removes the 'nil' complaint entries, so you only have data of reported complaints. Our public reports indicate how many nil complaint reports there were for each period.

We have withheld information under section 9(2)(a) of the Act, to protect the privacy of natural persons, including that of deceased natural persons.

Complaints totals are as follows:

1 April 2020 – 30 September 2020 – 166
1 Oct 2019 – 31 Mar 2020 – 159
1 April 2019 – 30 Sept 2019 - 166
1 Oct 2018 – 31 Mar 2019 – 118
1 April 2018 – 30 Sept 2018 – 9
1 Oct 2017 – 31 Mar 2018 – 8
1 April 2017 – 30 Sept 2017 – 2

The consolidated spreadsheet has tabs set up so each six-monthly period can be identified and indicates regional identity for the complaint information received. The spreadsheet uses the following categories:

Complaint Category

Codes of Residents Rights Breach
Consultation / Policy change
Fees / Charges
Financial Statements
Health and Safety
Information request / Inadequate communication
Maintenance / Repair of buildings
Maintenance / Repair of grounds
Management / Staff personnel
ORA & Disclosure interpretation
Other resident versus resident
Other Secondary Classification
Privacy
Refurbishment / Fair wear and tear / Damage
Resale
Resident behaviour
Service levels
Service Quality
Transfer / Termination

Part Two

You have asked for information that will be used by your Association to better understand concerns surrounding resident committees and to help address them with our members, where necessary.

The attached PDF file contains copies of communications logged in CFFC's enquiry log since 1/1/19 and new RV CMS since 1/6/20 relating to the resident committee theme you asked for. We have withheld information under section 9(2)(a) of the Act, to protect the privacy of natural persons, including that of deceased natural persons.

You have the right to refer this response to the Ombudsman if you are dissatisfied with it. More information on how to do this is [here](#). CFFC proactively releases information in accordance with the Government's commitment to the Open Government Partnership National Action Plan. This includes publishing responses to requests for information under the OIA. Please note that this response (with your

name removed and not including the attachments) will be published on the CFFC website shortly and will remain on our website for 12 months.

I will also provide the RVA with a courtesy copy.

Thank you for your interest in our work.

Yours sincerely

A handwritten signature in blue ink, consisting of a large, stylized loop followed by a horizontal line that tapers to the right.

Jane Wrightson
Retirement Commissioner

Attachments:

Consolidated spreadsheet of complaints

PDF file containing copies of communications logged