



# RETIREMENT VILLAGES

**6-monthly operator complaint-reporting**

For period 1 October 2018 to 31 March 2019

27 May 2019

*Prepared by Celestyna Galicki - Research Analyst*

*Signed off by Troy Churton, National Manager - Retirement Villages*

*Online complaints portal system by Jason Gambitsis - Digital Channels Manager*

## Introduction

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 (each April and October) detailing any formal complaints received or not in the previous six months. The Retirement Commissioner requires operators to use an on-line complaint-reporting portal on the CFFC website.

CFFC receives an updated list of registered villages and their email contacts 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 424 registered retirement villages, an increase of eight villages from the previous reporting period.

CFFC usually sends at least 2 electronic direct mail reminders to operator contact email addresses before and during the time the portal is open for reporting. CFFC appreciates the support of statutory supervisors and the Retirement Villages Association (RVA) also notifying operators about complaint reporting requirements each April and October.

CFFC accepts it may not receive complaint reports from every registered village. A small number may be registered but still under construction or not yet operational. Those registered villages may not appreciate an operator's obligations to comply with the Code is effective from registration of the village.

CFFC undertook to publish a general summary of the data collected after each reporting period as well as the names of villages for which no report was received within the time the portal was open.

## Summary

In the reporting period 1 November 2018 to 31 March 2019, 114 users entered data into the complaint portal, representing 112 operators and 290 individual villages (compared to 274 villages for the previous reporting period, April 18 – October 18).

210 villages<sup>1</sup> (72%) had no complaints (70% in the previous reporting period). 80 villages reported 205 complaints (81 villages reported 203 complaints in the previous reporting period). 138 (78%) of resolved or part resolved complaints were resolved within 20 working days (91% in the previous reporting period).<sup>2</sup>

After the reporting portal had closed CFFC rang most operators from whom it had not received any submitted report to ascertain reasons why no report had been submitted. Explanations included: change of staff, key staff on leave, general oversight or misunderstanding of Code requirements.

---

<sup>1</sup> A few operators who had filed complaint reports for their villages which had complaints 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.

<sup>2</sup> During the reporting period, the Commission received reports from 13 villages into a secondary database that is no longer in use. That reporting data is not included in this report.

CFFC has taken further steps with the RVA and statutory supervisors to help improve reporting compliance for the next period.

### Complaints statistics

<b>Table 1. General complaint statistics</b>	Number
Number of villages who filed a report	290
Villages with no complaints	210
Villages with complaints	80
Number of complaints	205
Resolved complaints	155
Partly resolved and closed complaints	5
Partly resolved and open complaints	16
Open complaints	19
Complaints under investigation	10
Complaints where statutory supervisor is/was involved	12
Complaints with no third party involved	167

<b>Table 2. Complaints by main classification</b>	Number	Percent
<b>All</b>	<b>205</b>	<b>100%</b>
Service quality	32	16%
Maintenance / Repair of buildings	30	15%
Resident behaviour	28	14%
Service levels	22	11%
Maintenance / Repair of grounds	19	9%
Health & Safety	14	7%
Management / Staff personnel	14	7%
Other Secondary Classification	12	6%
Refurbishment / Fair wear and tear / Damage	7	3%
Information request / Inadequate communication	6	3%
ORA & Disclosure interpretation	6	3%
Privacy	4	2%
Code of resident rights breach	3	1%
Fees / Charges	3	1%
Transfer / Termination	3	1%
Consultation / Policy change	2	1%

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.

Service quality, maintenance and resident behaviour were the top complaint categories. In this reporting period, several complaints were related to gardening, cleanliness and parking.

<b>Table 3. Complaint status by main classification</b>	
<b>Open</b>	<b>19</b>
Health & Safety	1
Information request / Inadequate communication	1
Maintenance / Repair of buildings	4
Maintenance / Repair of grounds	2
Management / Staff personnel	1
Privacy	1
Resident behaviour	2
Service levels	3
Service quality	2
Transfer / Termination	2
<b>Part Resolved &amp; Closed</b>	<b>5</b>
Information request / Inadequate communication	1
Maintenance / Repair of grounds	1
Other Secondary Classification	1
Refurbishment / Fair wear and tear / Damage	1
Resident behaviour	1
<b>Part Resolved &amp; Open</b>	<b>16</b>
Health & Safety	3
Maintenance / Repair of buildings	4
Maintenance / Repair of grounds	3
ORA & Disclosure interpretation	1
Other Secondary Classification	2
Resident behaviour	3
<b>Resolved</b>	<b>155</b>
Code of resident rights breach	3
Consultation / Policy change	1
Fees / Charges	3
Health & Safety	10
Information request / Inadequate communication	4
Maintenance / Repair of buildings	17
Maintenance / Repair of grounds	13
Management / Staff personnel	13
ORA & Disclosure interpretation	5
Other Secondary Classification	9
Privacy	3
Refurbishment / Fair wear and tear / Damage	6
Resident behaviour	20
Service levels	18
Service quality	29
Transfer / Termination	1
<b>Under Investigation</b>	<b>10</b>
Consultation / Policy change	1
Maintenance / Repair of buildings	5

Resident behaviour	2
Service levels	1
Service quality	1
<b>Total</b>	<b>205</b>

<b>Table 4. Main classification of complaints where statutory supervisor was involved</b>	
Information request / Inadequate communication	1
Maintenance / Repair of buildings	2
ORA & Disclosure interpretation	2
Other Secondary Classification	2
Refurbishment / Fair wear and tear / Damage	1
Resident behaviour	2
Transfer / Termination	2
<b>Total</b>	<b>12</b>

<b>Table 5. Main classification of complaints where mediator or independent third party were involved</b>	
Maintenance / Repair of buildings	4
Management / Staff personnel	1
Resident behaviour	1
Transfer / Termination	1
<b>Total</b>	<b>7</b>

<b>Table 6. Main classification of complaints where other parties were involved</b>	
Code of resident rights breach	1
Health & Safety	4
Maintenance / Repair of buildings	4
Maintenance / Repair of grounds	1
Management / Staff personnel	1
ORA & Disclosure interpretation	1
Other Secondary Classification	1
Privacy	2
Resident behaviour	3
Service levels	3
Service quality	1
<b>Total</b>	<b>22</b>

<b>Table 7. Main classification of complaints where no third party was involved</b>	
Code of resident rights breach	2
Consultation / Policy change	2
Fees / Charges	3
Health & Safety	10
Information request / Inadequate communication	5
Maintenance / Repair of buildings	21
Maintenance / Repair of grounds	18
Management / Staff personnel	12
ORA & Disclosure interpretation	4
Other Secondary Classification	9
Privacy	2
Refurbishment / Fair wear and tear / Damage	6
Resident behaviour	22
Service levels	19
Service quality	31
Transfer / Termination	1
<b>Total</b>	<b>167</b>