

Internal Dispute Resolution Procedure:

Objective: Process for the resolution of internal disputes between a resident and the operator or between 2 or more residents.

Type of complaints and internal disputes that are covered by the procedure:

- Village rules and terms of lease.

Type of complaints and internal disputes that are not covered by the procedure:

- Personality clashes

Resolution options available for each type of complaint or internal dispute:

- Reinforcement of village rules and terms of lease.

Internal Dispute Processes:

Stage 1: Complaint Received. Residents can lodge their complaint with the Village Manager in the first instance either verbally or in writing using the "Comments Form" available in the Community Centre.

Village Manager: 0427006899

If the complaint is regarding The Village Manager, then the complaint needs to be made to the CEO of the Village either verbally or in writing using the "Comments Form" available in the Community Centre.

CEO: 1800 720 784

Stage 2: Acknowledge receipt of the complaint and make a record of it.

Roles and responsibilities of relevant staff in receiving, reviewing, responding to and resolving complaints or internal disputes:

- Village Manager: required to refer any internal disputes received to the CEO.

Complaints are all recorded on the internal dispute register with details of the complaint.

The complaint / internal dispute is to be acknowledged within 5 working days.

Investigate and review the internal dispute.

The management of the complaint is to be carried out within 60 days from the date of complaint, with an expected date of resolution given, where possible.

- CEO: Available to independently review an internal dispute and response before the Village Manager or the CEO responds to the resident.

The steps involved in each stage of the complaint or internal dispute resolution process:

- Step 1: Complaint received to the Village Manager either verbally or in writing using the "Comments Form"

- Step 2: The Village Manager will acknowledge receipt of the complaint within 5 working days.

- Step 3: The Village Manager will investigate the internal dispute

- Step 4: The Village Manager enters the complaint in the internal dispute register and send a copy to the CEO

- Step 5: The Village Manager or CEO will contact the resident to discuss the complaint and if necessary, organise a meeting to discuss.

- Step 6: The Village Manager or CEO to keep log of response to each internal dispute.

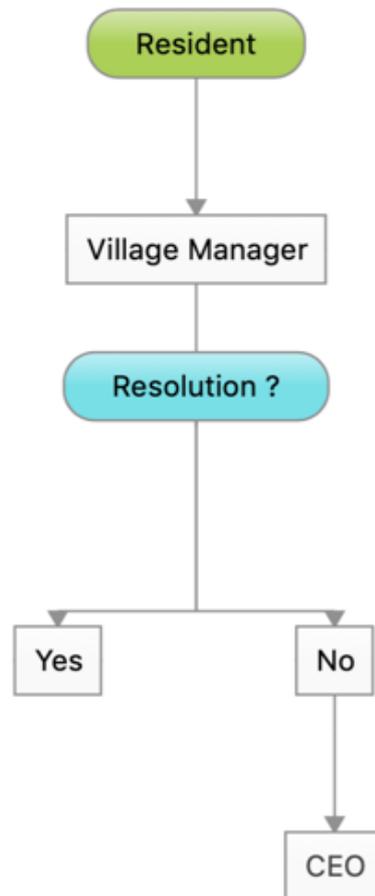
Management and escalation of complaints and internal disputes:

The Village Manager is responsible for the management of all internal disputes.

If the findings are not resolved with response by the Village Manager, the Village Manager will escalate the internal dispute to the CEO.

The CEO is responsible for reviewing the internal dispute with the Village Manager before providing a response to the resident who raised the internal dispute.

Visual representation of the internal dispute resolution:



If the internal dispute cannot be resolved the resident and or the Operator may look at external third parties, external mediation, NSW Fair Trading etc

Privacy:

- The operator will take measures to ensure the privacy of all internal disputes.

Continual monitoring of process:

- We will review the processes arising from the analysis of complaints and internal disputes and the continual monitoring of the process.