



Dispute Resolution Policy – Resident Overview

Our Commitment

We want everyone in our village to feel respected, safe, and heard.

If something goes wrong, we are here to help resolve it quickly and fairly.

You will never be treated unfairly for raising a concern.

What You Can Raise a Concern About

You can talk to us about anything that affects your experience in the village, including:

- maintenance or repairs
 - fees or charges
 - services or facilities
 - behaviour or communication issues
 - your contract or rights
 - any problem with village management
 - disagreements with other residents
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How to Raise a Concern

1. Talk to Us First

Most issues can be sorted out with a simple conversation.

You can speak with the Village Manager or a staff member you trust or a member of the Residents Committee.

2. Make a Formal Verbal or Written Complaint

If the issue isn't resolved, you can make a formal verbal or written complaint.

We will:

- acknowledge your complaint

- seek more detail information from you, if needed
- record it in our complaints register
- provide you with a written copy of the details of your complaint
- investigate the issue
- give you a written response, within 3 business days where feasible
- If not feasible within 3 business days - we will let you know, explain why and give you an estimate of when you can expect to hear back from us

3. Ask for a Review

If you're not satisfied with the outcome, you can ask for the matter to be reviewed by:

- the residents committee, or
- the chairman and/or board

We may also suggest mediation, internally or externally to help reach an agreement.

If We Still Can't Resolve It

You can get help from outside organisations, including:

- **Consumer Affairs Victoria (CAV)**
- **Dispute Settlement Centre of Victoria - Mediation services**
- **Victorian Civil and Administrative Tribunal (VCAT)**

Contact Details for these organisations can be found at the end of this document

You Can Bring Someone With You

You are welcome to have a support person, family member, friend, or advocate help you at any stage.

We Keep Records Private

All complaints are kept confidential and stored securely.

We Review This Policy Regularly

We update this policy to make sure it stays fair, clear, and in line with Victorian laws.

Who to Contact

A list of contact details for assistance during dispute resolution:

Primary Contact

Village Manager – Bek Lennon

03 5775 1925

100 Macpherson Smith Drive, Mansfield VIC 3722

Secondary Contact

Chairman – Stuart Bett

P.O.Box 423, Mansfield VIC 3724

External Organisations

1. *Consumer Affairs Victoria*

1300 558 181

GPO Box 4567, Melbourne VIC 3001

2. *Dispute Settlement Centre of Victoria*

1300 372 888

Submit an enquiry - <https://forms.consumer.vic.gov.au/dscv-contact-us>

3. *VCAT – Victorian Civil and Administrative Tribunal*

1300 018 228

GPO Box 5408, Melbourne VIC 3001
