

Organisation Wide

COMPLAINTS AND DISPUTE RESOLUTION POLICY

1. PURPOSE

We are committed to resolving concerns quickly, fairly and respectfully across our retirement villages, residential aged care and home care services.

This process aligns with the Retirement Villages Act 1986 (Vic) and the Aged Care Act 1997 (Cth).

Whistleblower disclosures are recognised as important feedback or complaints and will be managed under the organisation's Whistleblower Protection Policy and Procedure,. All whistleblower disclosures are handled with respect, ensuring confidentiality, fairness, and protection for the individual making the report.

2. SCOPE

This policy applies to:

- All clients
- Their families, carers, advocates and other representatives
- All team members, contractors and volunteers involved in service delivery
- Other stakeholders or visitors providing feedback or lodging a complaint.

It covers:

- The handling of all feedback (complaints, suggestions and compliments)
- The process for recording, managing, investigating and resolving complaints.
- Ensuring confidentiality, accessibility, cultural sensitivity and open disclosure

3. YOUR RIGHTS

- Information about how to provide feedback is made available in plain language, with translation, interpretation, and advocacy support if required.
- Everyone can give feedback without fear of negative consequences.
- Everyone can be supported or represented by another person
- All feedback will be handled sensitively.
- Feedback will be acknowledged. I
- If things go wrong, we are open and honest, and we share information with those affected.
- Access independent complaints and dispute resolution bodies is available

- Feedback data are regularly analysed, reported to the governing body, and used to drive continuous improvements.

4. RASING A CONCERN OR A COMPLAINT

You can raise a concern at any time:

- Speak to our staff in person or by phone, or
- Contact us in writing
 - Email: complaints@mecwacare.org.au
 - Letter: 1287 Malvern Road, Malvern Victoria 3144
- Complete the feedback form or the 'Have your Say' form.
- Using the QR Code



You do not need to put your complaint in writing.

You may have a family member, friend or advocate support or represent you.

Upon receipt of feedback mecwacare will acknowledge to the receipt of the feedback in writing withing 24 hours. mecwacare will ensure all feedback is recorded in the Feedback management system.

5. WHAT WE WILL DO

When you raise a concern, we will:

- Listen and treat you with respect
- Acknowledge your concern promptly
- Keep a record and provide you with a copy (where required)
- Work with you in good faith to resolve the issue
- Aim to resolve concerns as quickly as possible and in line with regulatory requirements Where there are no specific regulatory requirements, the anticipated time to resolve a complaint is 10 days. Depending on the nature of the complaint, it may take longer to resolve however we commit to keeping your informed of any delays.
- Clearly explain the outcome and any actions taken

We will not take any action that disadvantages you for raising a concern

6. IF YOU ARE NOT SATISFIED

You can seek independent support or escalate your complaint at any time.

RETIREMENT VILLAGE RESIDENTS

Advice or support

Consumer Affairs Victoria

☎ 1300 55 81 81

🌐 www.consumer.vic.gov.au

Independent conciliation

Department of Government Services Victoria

Tribunal (if needed)

☎ **1300 372 888.**

🌐 <https://forms.consumer.vic.gov.au/dscv-contact-us>

Victorian Civil and Administrative Tribunal

☎ 1300 01 8228

🌐 www.vcat.vic.gov.au

RESIDENTIAL AGED CARE AND HOME CARE CLIENTS

Aged Care Quality and Safety Commission

☎ 1800 951 822

🌐 www.agedcarequality.gov.au

The Commission provides a free, independent complaints service and can investigate concerns

NDIS CLIENTS

NDIS Quality and Safeguarding Commission

☎ 1800 035 544

🌐 www.ndiscommission.gov.au

POLICY CONTROL

Current From:	May 2026	Owner	Natalie Woerndle
Replaces Version	April 2024	Review Period	2 years
Approved by	James Crammond – Executive General Manager		
Previous Versions	May 09, Jul 11, May 14, Oct 14, Feb 15. Jan 16, Apr 17, Nov 17, Aug 22, Jan 20, Jun 20, Dec 22, April 24		