

Retirement village complaints and disputes procedure



April 2026

About this procedure

At Ryman we want all our village residents to enjoy their time in the village, and to be delighted with the care they receive. We want to hear from you if there is something that is not meeting your expectations, and we will work with you on anything you raise with us.

This procedure applies where you are a resident in a Ryman village in Australia. It covers how you can raise an issue or concern with us about the village operator, another resident or something relating to the village. It also sets out the process involved where you wish to make a complaint or have a dispute about any of these things.

Issues or concerns

We recognise that from time to time an issue or concern might arise in relation to the village, which you'd like to raise with us. We value feedback from our residents on anything that might concern them and welcome you approaching us. This includes any concerns or disputes you have with another resident.

The best person to contact in relation to any issue or concern is the village manager. Your village manager will normally be on site during business hours. Outside of that, contact can be made with a senior member of our team by calling 1800 288 299.

We suggest you come and talk to us as a first step. We may be able to resolve this with you immediately without the need for any written correspondence.

If you raise an issue or concern with us that can't be resolved immediately, we'll acknowledge this in writing to you. Many of our residents like us to email them, and we're happy to do that if it's your preference.

We'll work with you to try and resolve your concern as quickly as we reasonably can and will write to you again after that.

Complaints and Disputes

This section of the procedure applies if you wish to make a complaint in relation to the village. Our aim is for any complaint to be resolved in a fair, quick, appropriate and cost-effective way.

Making a complaint or raising a dispute

Complaints and disputes can be made either verbally or in writing.

All verbal complaints or disputes can be raised with reception during the reception hours as notified to residents from time to time. Alternatively, you can make an appointment to meet with the village manager.

A written complaint or dispute can be provided on a feedback form. Either:

- you can choose to write the complaint yourself or have a friend or family member help you write it or
- if that is not possible we can write the complaint for you, based on what you tell us.

All written complaints or disputes should be addressed to the village manager or alternative contact and can be left with the receptionist or sent directly using the details set out in **Schedule 1**.

Dispute resolution process

Once your complaint or dispute is received, the village manager, village representative or alternative contact will:

- acknowledge your complaint or dispute
- meet with you to discuss your complaint or dispute to better understand your concerns
- investigate your concerns and report back with a proposal and invite your input
- for any complaint or dispute not resolved within 72 hours, establish a separate record of the complaint and disputes and keep it updated (you will be provided with a copy of this record)
- respond to you in writing with the outcomes/actions taken.

Please note that Ryman is unable to take any action:

- without the consent of a party to the dispute
- that is inconsistent with any laws or
- that is inconsistent with your residence and management contract.

Alternatives to Ryman's dispute resolution process

If you do not wish to use our dispute resolution process, you can instead raise your complaint or concern with the Resident Advocate, Anchorage Trustee Services Ltd. The Resident Advocate is paid for by Ryman, but is otherwise an independent third party who can assist with resolving your dispute or complaint. The Resident Advocate contact details are:

Anchorage Trustee Services Ltd

Ms Bridget McCormick (General Manager)

Email: b.mccormick@anchoragetrustees.co.nz

Call (Australia): 1800 316 546

You may also refer a complaint to the Retirement Living Code of Conduct Administrator (or the Code Review Panel):

Code Administrator

Email: admin@rlcode.com.au

Call: 07 3225 3000

Use of the Code of Conduct is voluntary and does not limit a resident's statutory rights under the Retirement Villages Act 1986 (Vic).

Further advice is available from Consumer Affairs Victoria or the Victorian Civil & Administrative Tribunal:

Consumer Affairs Victoria

Address: GPO Box 123, Melbourne VIC 3001

Call: 1300 55 81 81

Victorian Civil & Administrative Tribunal

Address: 55 King Street, Melbourne VIC 3000

Call: 03 9628 9700

Schedule 1

Village	Village Manager	Contact Details
Bert Newton	Tracey Dunn	<p>Email: tracey.dunn@bertnewtonvillage.com.au</p> <p>Phone Number: 03 9964 6000</p> <p>Address: 32-40 Graham Road, Highett, Victoria, 3190</p>
Charles Brownlow	Robert Swiger	<p>Email: Robert.Swiger@charlesbrownlowvillage.com.au</p> <p>Phone Number: 03 5260 8000</p> <p>Address: 1 Vintner Court, Highton, Victoria, 3216</p>
Deborah Cheetham	Graham Bailey	<p>Email: Graham.Bailey@deborahcheethamvillage.com.au</p> <p>Phone Number: 03 4238 3000</p> <p>Address: 181-195 Shell Road, Ocean Grove, Victoria, 3226</p>
Essendon Terrace	Anthony Mammone	<p>Email: anthony.mammone@raeleneboylevillage.com.au</p> <p>Address: 262 – 270 Pascoe Vale Road, Essendon, Victoria, 3040</p>
Hubert Opperman	Roslyn Prentice	<p>Email: roslyn.prentice@rymanhealthcare.com</p> <p>Phone Number: 1800 314 425</p>

		Address: 62 Jacksons Rd, Mulgrave, Victoria, 3170
John Flynn	Roslyn Prentice	Email: roslyn.prentice@rymanhealthcare.com Phone Number: 03 8849 8700 Address: 6 Foundation Boulevard, Burwood East, Victoria, 3151
Nellie Melba	Michelle Smith (Resident Services Manager)	Email: Michelle.Smith1@nelliemelbavillage.com.au Phone Number: 03 8513 1900 Address: 2 Collegium Drive, Wheelers Hill, Melbourne, 3150
Raelene Boyle	Anthony Mammone	Email: anthony.mammone@raeleneboylevillage.com.au Phone Number: 03 8317 4800 Address: 2 Vida St, Aberfeldie, Victoria, 3040
Weary Dunlop	Meagan Spicer	Email: meagan.spicer@wearydunlop.com.au Phone Number: 03 8545 1400 Address: 242 Jells Road, Wheelers Hill, Victoria, 3150
Alternative Contact		Contact Details
Maria Warriner General Manager Operations		Email: maria.warriner@rymanhealthcare.com Phone: 1800 288 299 Address: PO Box 54 Collins Street West Victoria 8007