

1 April 2017 – 1 October 2017

Retirement villages

6-monthly complaint reporting

25 01 2018

Background

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 six-monthly in relation to any formal complaints received, even if to confirm that no complaints were received.

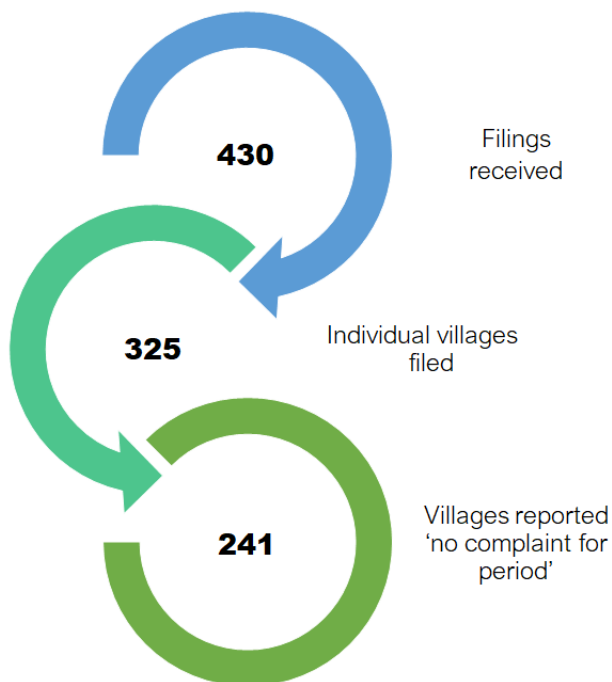
The CFFC undertook to publish a general summary of the data collected after each reporting period. It worked with stakeholders to design and trial an initial data-reporting platform and will undertake reviews to improve future data and report-filing.

The visuals below reflect aggregated findings of the information received for the period 1 April – 1 October 2017. Appendix 1 includes data in tabular form. The figures are based on data collected from 81% of the 401 registered retirement villages at the time for reporting, as advised by the Registry Office. The proportions in all figures and tables have been rounded. This means not all figures and tables will add to a 100%.

A number of 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.

Summary Findings

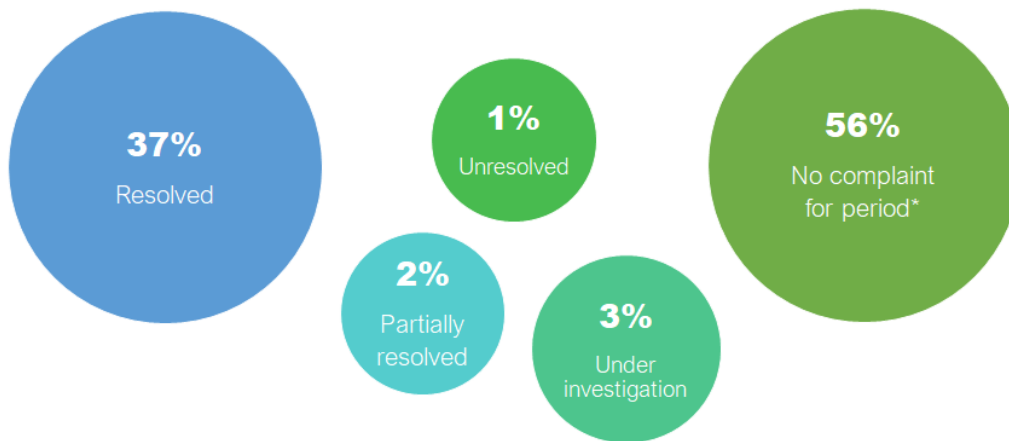
The online RV complaints system received 430 submissions from a total of 325 individual RV villages. This means some villages submitted more than one complaint. 74% of all villages who filed (241) reported there was 'no complaint for period'.



Top six complaint types



Status of all submissions



*A submission is an entry into the online complaints system. Not all submissions are complaints. 56% of all retirement villages reported that there was no complaint for the period 1 April – 1 October 2017.

Status of all complaints



Appendix 1: Tables

Table 1: proportion of complaint classifications by total number of complaints received¹

Classification	#	%
Service levels	46	24%
Maintenance / Repair of buildings	22	12%
Health & Safety	19	10%
Fees / Charges	17	9%
Information request / Inadequate communication	17	9%
Resident behaviour	16	8%
Maintenance / Repair of grounds	16	8%
Other - resident versus resident	9	5%
Management / Staff personnel	8	4%
Refurbishment / Fair wear and tear / Damage	6	3%
Consultation / Policy change	4	2%
Resale	4	2%
Transfer / Termination	4	2%
Service quality	3	2%
Code of resident rights breach	2	1%
ORA & Disclosure interpretation	2	1%
Staff	2	1%
Parking	2	1%
Privacy	2	1%
Damage	1	1%
Financial statements	1	1%
Construction	1	1%
Other - not specified ²	48	25%

Table 2: proportion of status of complaint by all submissions and complaints

Status of complaint	#	% of all submissions	% of complaints
No complaint for period	241	56%	
Partially resolved	10	2%	5%
Resolved	161	37%	85%
Under investigation	14	3%	7%
Unresolved	4	1%	2%

¹ Multiple classifications could be assigned per complaint. This means that Table 1 exceeds a total of a 100%.

² The largest classification 'other – not specified' was excluded from the top six classifications. Due to limited information (i.e. detailed explanation of the complaint) these complaints were unable to be 'reclassified'.

Table 3: proportion of complaint status by complaint type

Classification	Partially resolved	Resolved	Under investigation	Unresolved
Service levels	0%	96%	4%	0%
Maintenance / Repair of grounds	0%	88%	6%	6%
Health & Safety	6%	78%	17%	0%
Fees / Charges	0%	100%	0%	0%
Information request / Inadequate communication	0%	87%	13%	0%
Resident behaviour	6%	94%	0%	0%
Code of resident rights breach	0%	100%	0%	0%
Consultation / Policy change	25%	75%	0%	0%
Damage	0%	100%	0%	0%
Maintenance / Repair of buildings	20%	65%	5%	10%
Management / Staff personnel	0%	100%	0%	0%
ORA & Disclosure interpretation	0%	100%	0%	0%
Other - resident versus resident	22%	78%	0%	0%
Refurbishment / Fair wear and tear / Damage	0%	83%	17%	0%
Resale	0%	75%	25%	0%
Service quality	0%	100%	0%	0%
Staff	0%	100%	0%	0%
Transfer / Termination	0%	100%	0%	0%
Parking	0%	100%	0%	0%
Privacy	0%	100%	0%	0%
Financial statements	0%	100%	0%	0%
Construction	0%	100%	0%	0%