



Resident and Visitor Complaints Resolution Policy

Our Teman Village Aim

At Teman we treat everyone like family, and we understand that as a resident you have the right to let us know if you're happy, unhappy or have improvement suggestions for your village. With everything we do, we will be transparent and communicate with you clearly and frequently.

We understand that in life things don't always work out perfectly. We get it. There might be times you have issues or concerns that you need to discuss with us. Please know that we will be here to listen. As family, we are in this together, and we hope that you not only share your concerns and complaints, but also your great ideas and suggestions on how we can improve and grow.

Our Teman Complaints Resolution Policy

Our Teman staff will ensure all complainants will be treated with respect, sensitivity, and confidentiality.

Our staff will not discriminate against you as a result of making a complaint about our standards of care and service. We encourage you to highlight issues so we can adapt and improve.

The Teman staff will focus on resolving the issue and learning from the problem so it will not happen again. We aim to make our villages happy and safe places to live.

You can make a complaint anonymously if you wish, however please know that we won't be able to get back to you to inform you of the outcome and make sure you are happy.

Our Teman Complaints Process

1. What should you do first?
 - If safe to do so, talk to or write to the person about whom you have a complaint.



- Explain to the person what your complaint is and let them know what you would like to happen.
- If you are unhappy with the outcome or feel you cannot speak to the person directly move to the next step.

2. Talk to the Village Manager

- Make a time during office hours to speak to the Village Manager explaining your concern. It is our Village Managers responsibility to listen and talk to you directly about your concern. Our Village Managers will always express their regret to you if any harm has been suffered.
- They will ask for an explanation or information about what you know about the situation without speculating or blaming others. If the issue is easily solved or urgent, they will action a solution immediately.
- The Village Manager will review records and speak to the other parties involved in the concern. Our Village Managers will then discuss possible solutions to the concern with you and the other party involved separately.
- Once you have both decided on a solution together, they will confirm when the solution has been carried out and check you are satisfied with the outcome.
- If your concern is unresolved, it must be registered on the Feedback Form as a complaint by you or by the staff member receiving the complaint. Your feedback will be acknowledged within 5 days and the management of the complaint no longer than 60 days.
- This form is not only for complaints so please feel free to use this form for general feedback, compliments, fun village ideas or ways to improve the village.

3. Fill in a Feedback Form

Our staff must refer complaints to the relevant Teman Management if:

- A feedback form is completed as a complaint (Written complaint)
- After attempting to resolve the complaint with you, they do not feel confident in the outcome
- The outcome the complainant is seeking is beyond the scope of their role and responsibilities
- If you believe the matter should be brought to the attention of Teman Management.

Formal complaints will be investigated and resolved as soon as practicable. If the complaint is not resolved within 30 days, you and the staff who are directly involved in the complaint will be provided with an update.



4. Complaints that are unresolved by the Village Manager

If complaints are not solved by the Village Manager or they are received in writing and require follow up, these are regarded as formal complaints. The mechanisms for resolving these complaints may include (but not exclusively):

- Investigation and action by Teman Management as is appropriate.
- Interview with you by the Teman Managing Director as appropriate.
- Resident/client case conference.
- Referral to the Residents' Committee if the village has one.
- Authorised residents' or staff advocacy service (external)

The Teman Managing Director will inform or consult with external agencies in the following circumstances:

- Complaint has not been resolved directly with complainant
- Offence under privacy laws, privacy breach amounting to breach of professional standards
- There is a legislative requirement to report
- Unsafe care or inappropriate behaviour by a staff member.

5. Complaints that are unresolved by Teman Management

If you feel that Teman Villages Services has not solved your concern, you are entitled at any time to contact the dispute resolution services in your state:

- Olde Persons Advocacy Network 1800 700 600. This Department is Commonwealth and will refer you to the relevant State office. They will arrange for a Solicitor to have a telephone conversation with you (free) and discuss your rights.
- NSW Civil and Administrative Tribunal (NCAT) 1300 006 228 (only NSW)
- Office of Fair Trading NSW 1800 625 963 (only NSW)
- NSW Senior Rights Advocacy Network 1800 700600 (only NSW)
- WA Department of Mines, Industry Regulation and Safety 1300 136 237 (only WA)
- QLD Civil and Administration Tribunal (QCAT) 07 3214 6333. (only QLD)