



**TE ARA  
AHUNGA ORA**  
Retirement Commission

# Retirement Villages Six-monthly Complaint Reporting Summary

**1 October 2021 to 31 March 2022**

Te Ara Ahunga Ora Retirement Commission

# Introduction

Te Ara Ahunga Ora Retirement Commission 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, including to confirm that no complaints were received. The Retirement Commissioner requires operators to use an on-line complaint-reporting portal on the Commission's website.

## Engagement with operators

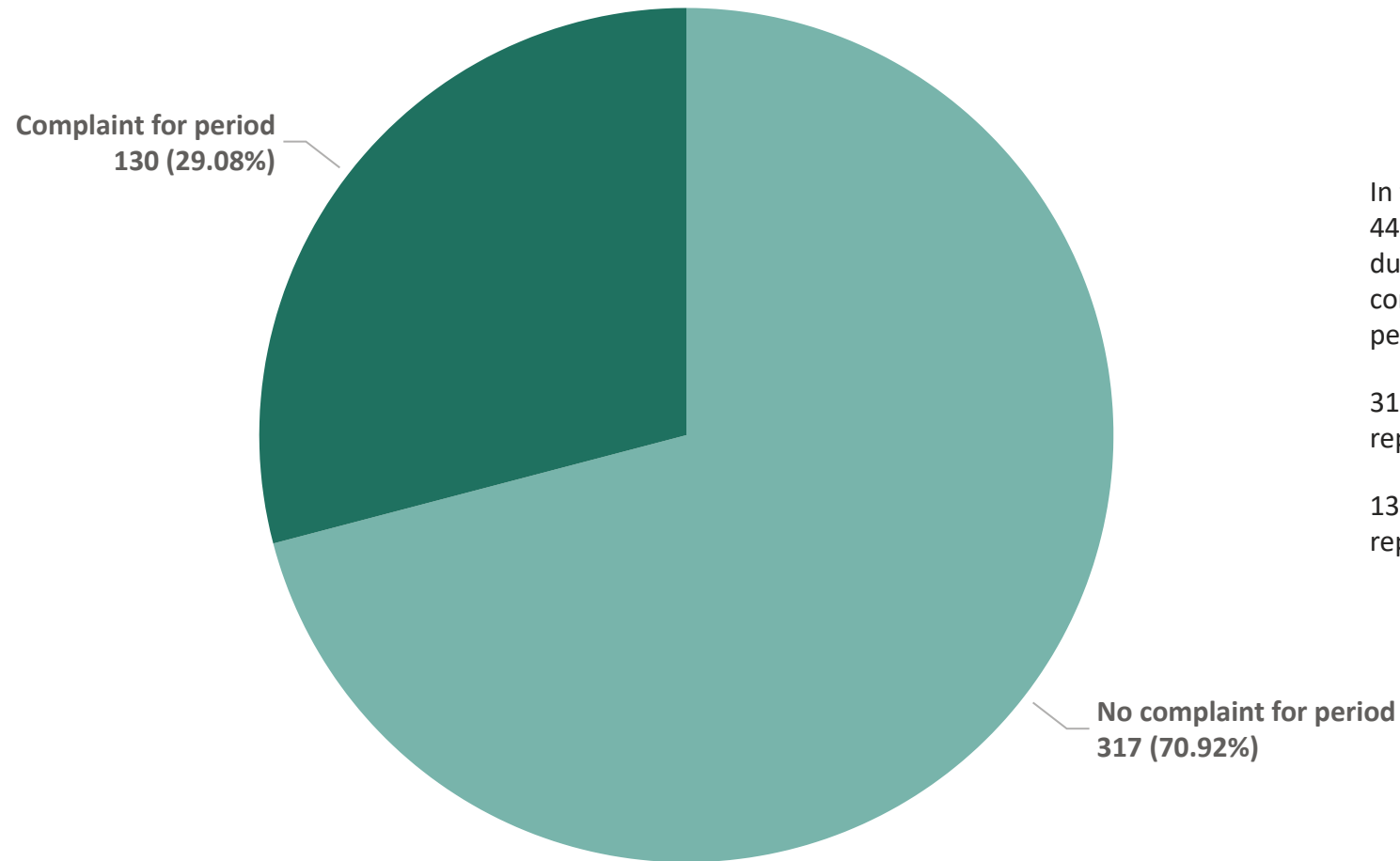
The Commission sends at least 2 electronic direct mail to operator contact email addresses before and during the opening period for reporting, including a link to the portal, an extensive User Guide and video tutorial resources. The Commission receives support from the Retirement Villages Association (RVA) notifying its members about reporting requirements in its industry-wide newsletter.

Te Ara Ahunga Ora Retirement Commission receives an updated list of registered villages and their email contacts from the Registrar of Retirement Villages before contacting operators and before opening the reporting portal on the Commission's website. The portal is opened for at least five weeks at the end of each reporting period. Prior to this reporting period the Registrar advised that there were 463 registered retirement villages, an increase of 2 villages from the previous reporting period (461).

The Commission accepts it may not receive complaint reports from every registered village because a small number may be registered but still under construction and with no residents living on site yet.

The Commission publishes a general summary of the data collected after each reporting period.

# Villages complaints status

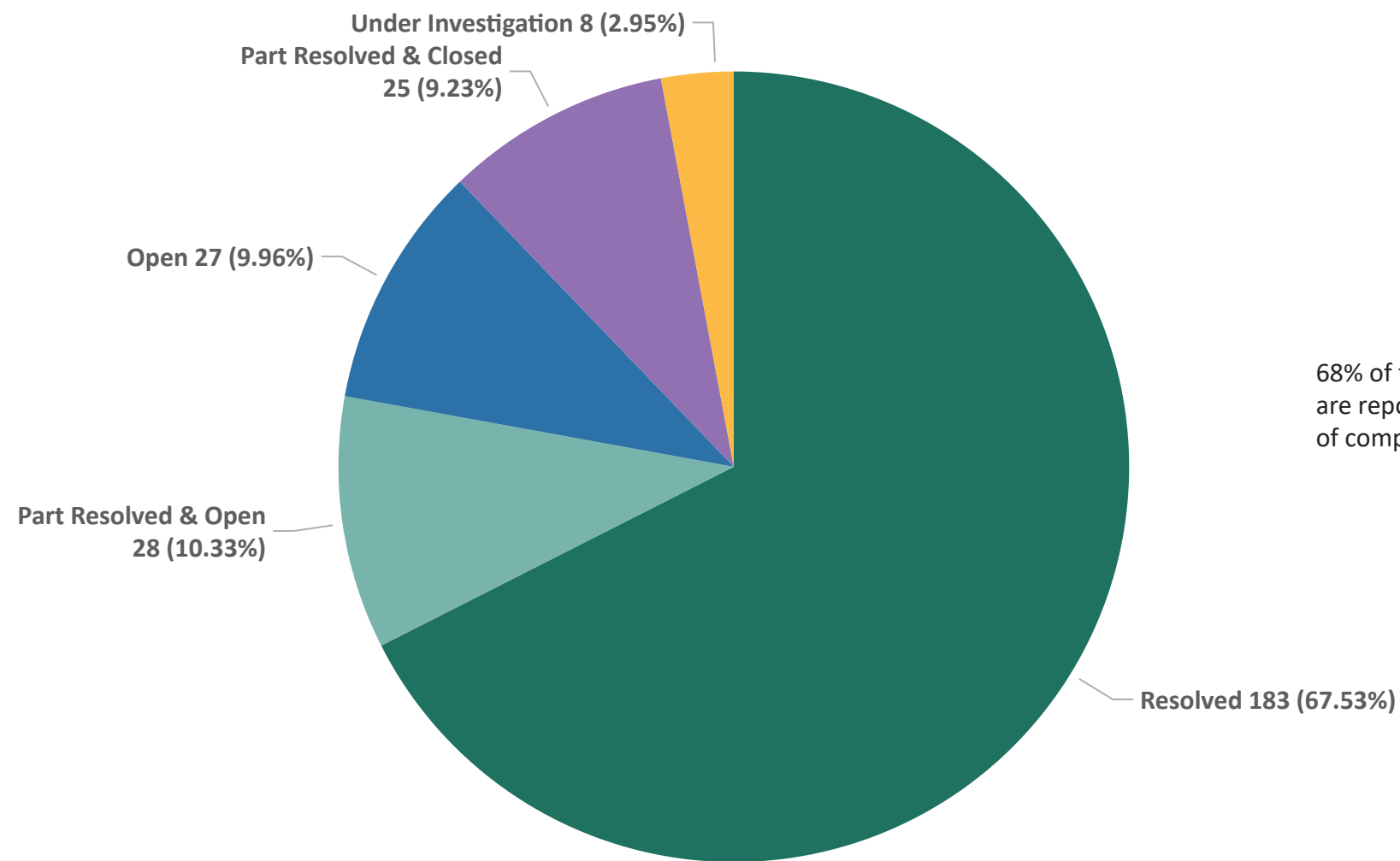


In the reporting period 1 October 2021 to 31 March 2022 447 individual villages entered data into the complaint portal during the period it was open for submitting reports, compared to 430 individual villages for the previous reporting period.

317 villages (71%) had no complaints (69% in the previous reporting period).

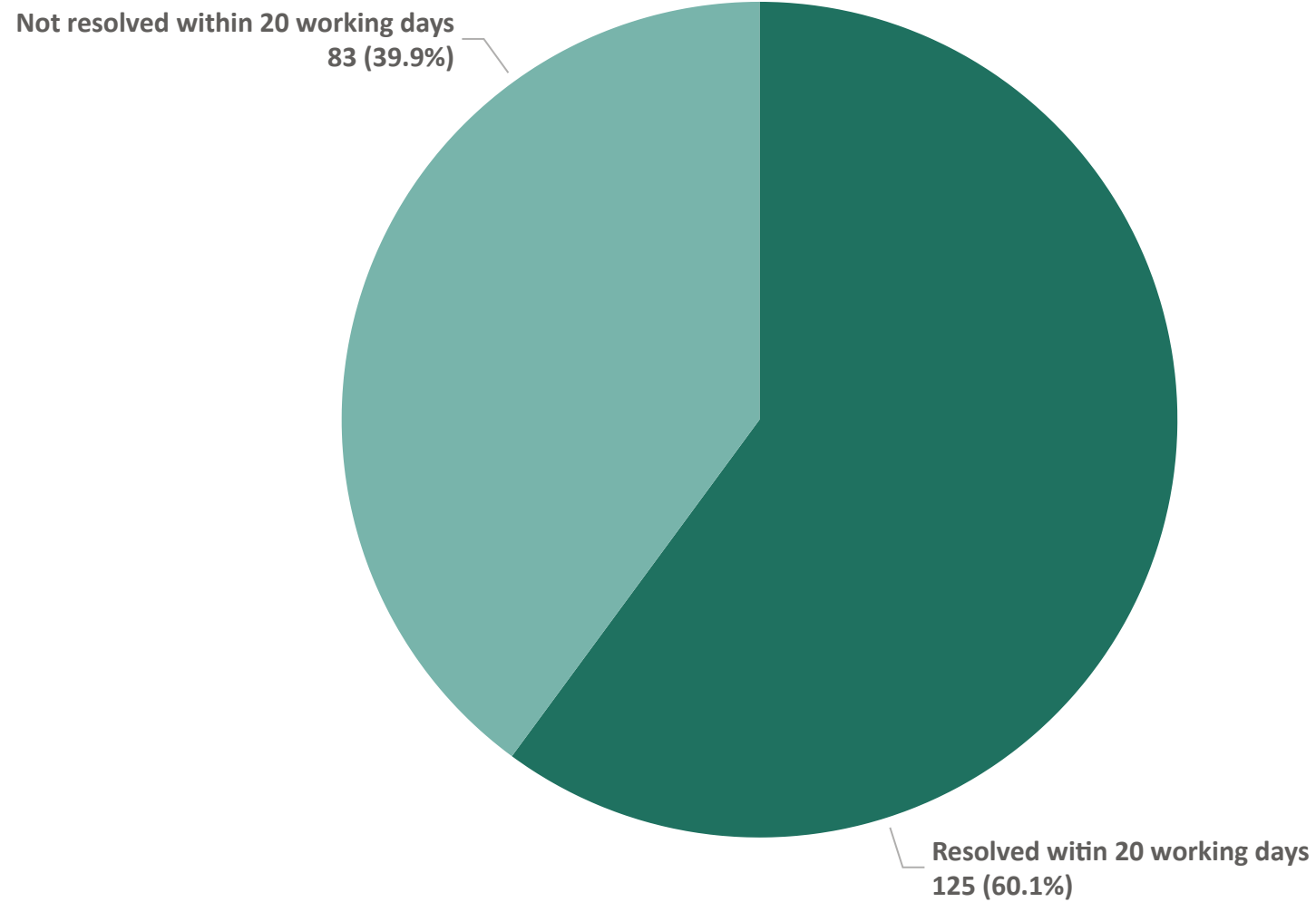
130 villages reported 271 complaints (133 villages reported 293 complaints in the previous reporting period).

# Complaint status



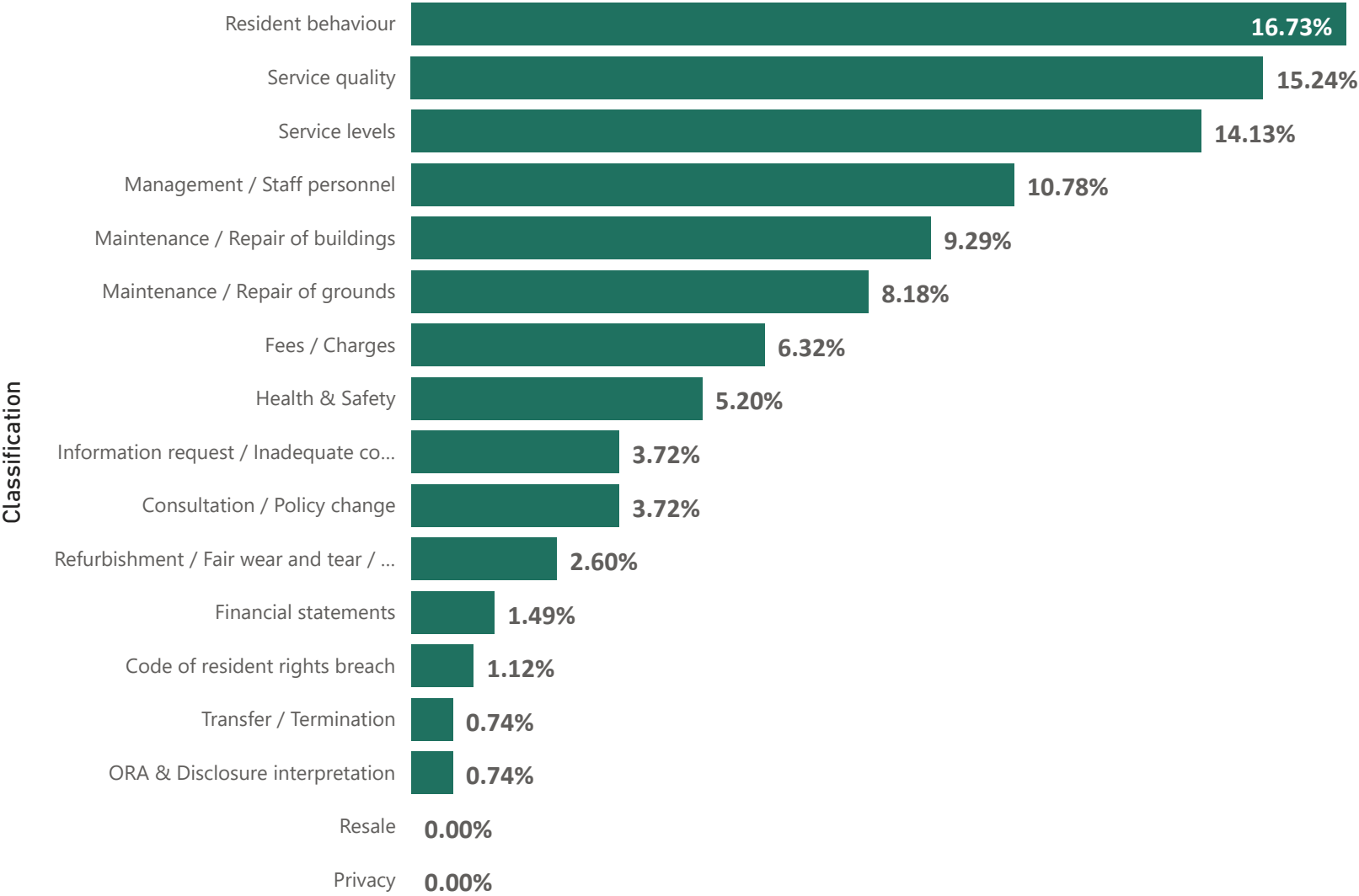
68% of the 271 complaints have been resolved. A further 9% are reported as partially resolved and closed. The remainder of complaints (23%) are open or under investigation.

## Time taken to resolve



Of the resolved or part resolved and closed complaints (208), 125 (60%) were resolved within 20 working days (in the last reporting period 80% were resolved within this time).

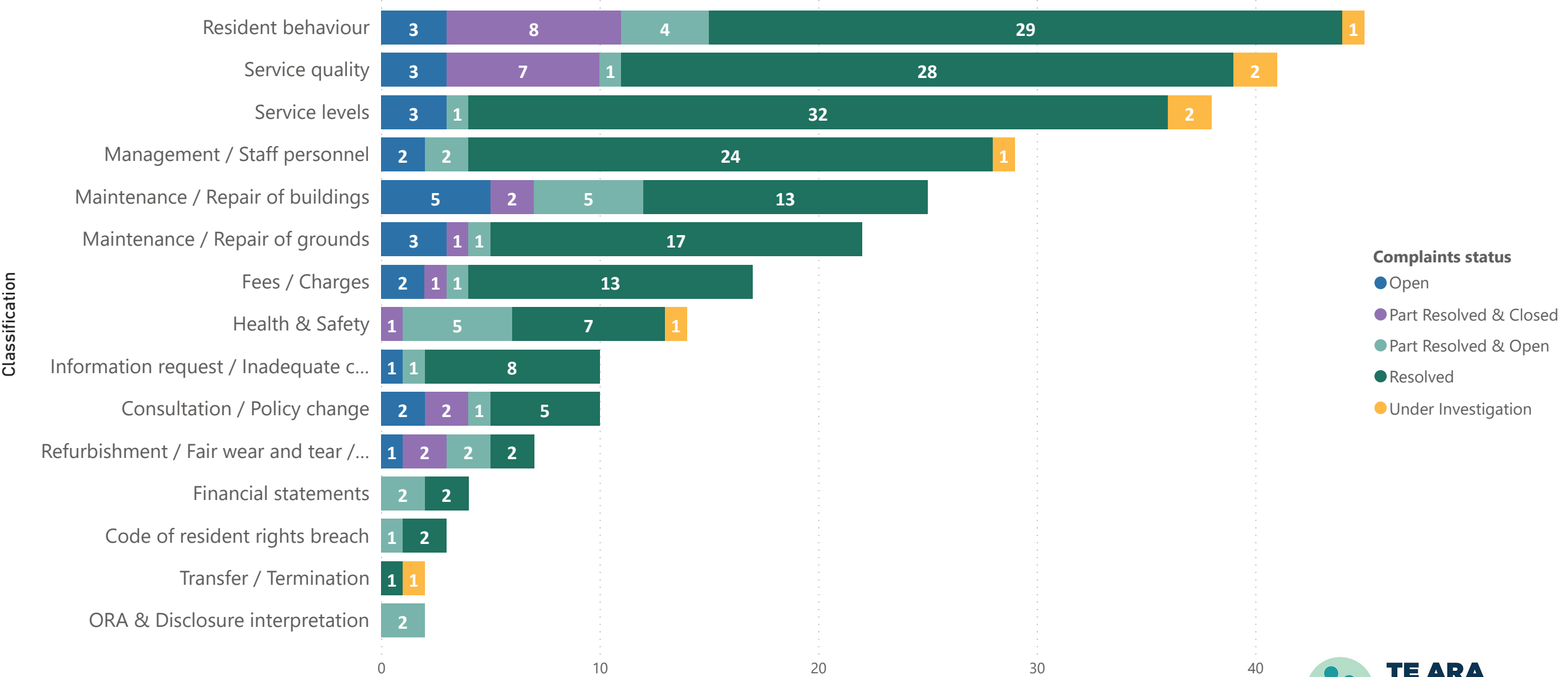
# Classification of report



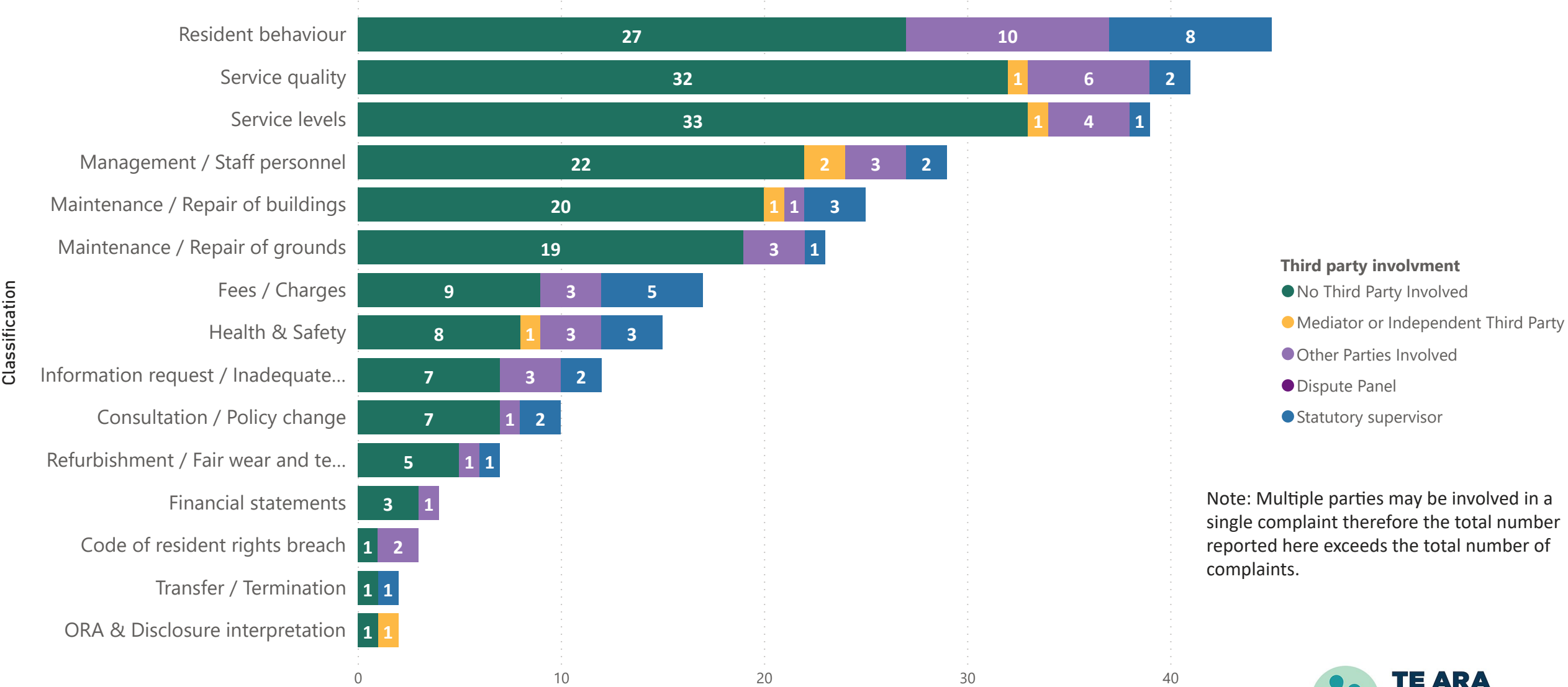
Resident behaviour was the most frequently reported complaint type, followed by service quality and then complaints about service levels. In the previous reporting period the top three complaint types were service quality, resident behaviour and Management /Staff personnel.



# Complaint status by main classification



# Third party involvement





# An overview of the reports recieved since 2018

Reporting compliance has improved over time with the highest level of compliance reported in the current period (96%) (the actual figure will be closer to 100% because some registered villages are still in development and have no residents in occupation of units yet). Across all reporting periods, the percentage of villages with no complaints remains fairly high varying between 69 and 81%. The total number of complaints was slightly lower than the previous reporting period. The percentage of complaints resolved is slightly lower than the previous reporting period, but in line with previous years.

Complaints trends	1 Oct - 31 Mar 2018	1 April - 30 Sept 2018	1 Oct - 31 Mar 2019	1 Apr - 30 Sept 2019	1 Oct - 31 Mar 2020	1 Apr - 30 Sept 2020	1 Oct - 31 Mar 2021	1 Apr - 30 Sept 2021	1 Oct - 31 Mar 2022
Individual villages filed	340	274	290	393	406	401	407	430	447
Registered villages	410	416	424	430	454	449	454	461	463
Compliance % (villages filed/registered villages)	83%	66%	68%	91%	89%	89%	90%	93%	96%
Number of villages reporting no complaints for the period	242	193	210	290	322	326	300	297	318
% of villages with no complaints (of those who filed)	71%	70%	72%	74%	79%	81%	74%	69%	71%
Villages with complaints	98	81	80	103	84	75	107	133	130
Number of complaints	181	203	205	196	183	190	234	293	271
Complaints % resolved	84%	76%	76%	80%	89%	69%	71%	81%	77%