



Commission for Financial Capability Retirement Villages Six-monthly Complaint Reporting Summary

1 October 2020 to 31 March 2021

Introduction

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, including to confirm that no complaints were received. The Retirement Commissioner requires operators to use an on-line complaint-reporting portal on the CFFC website.

The CFFC 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 CFFC was advised by the Registrar there were 454 registered retirement villages, an increase of 6 villages from the previous reporting period (449)

Engagement with operators

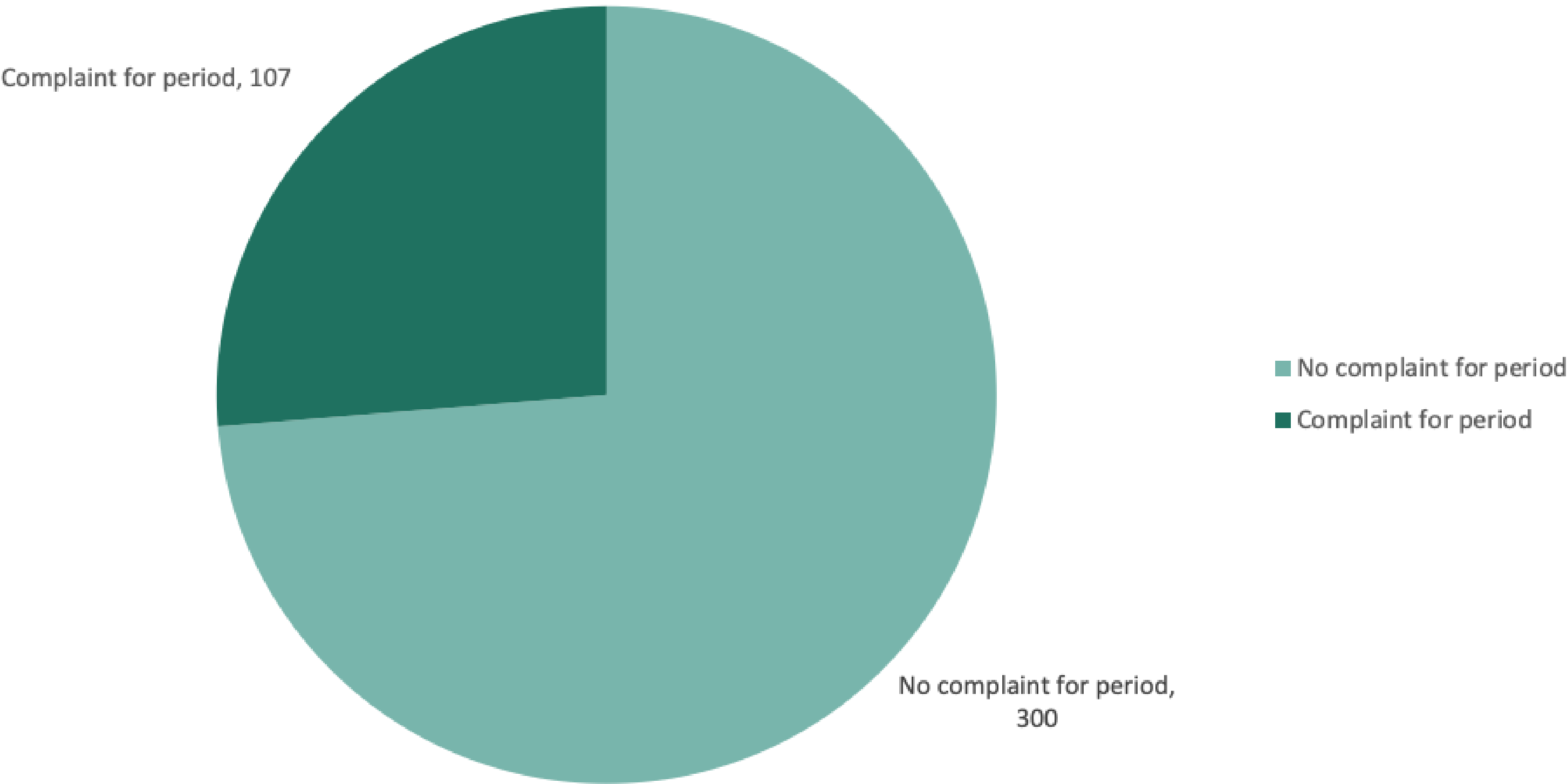
The CFFC sends at least 2 electronic direct mail to operator contact email addresses before and during the opening period for reporting, including a link to the portal, an extensive User Guide and video tutorial resources. The CFFC receives support from the Retirement Villages Association (RVA) notifying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

The CFFC 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. Those registered villages may not appreciate an operator’s obligations to comply with the Code is effective from registration of the village.

The CFFC undertook to publish a general summary of the data collected after each reporting period.

Complaint Status	Classification of Report	Third Party Involvement
Time Taken to Resolve	Status by Main Classification	

Villages with Complaints

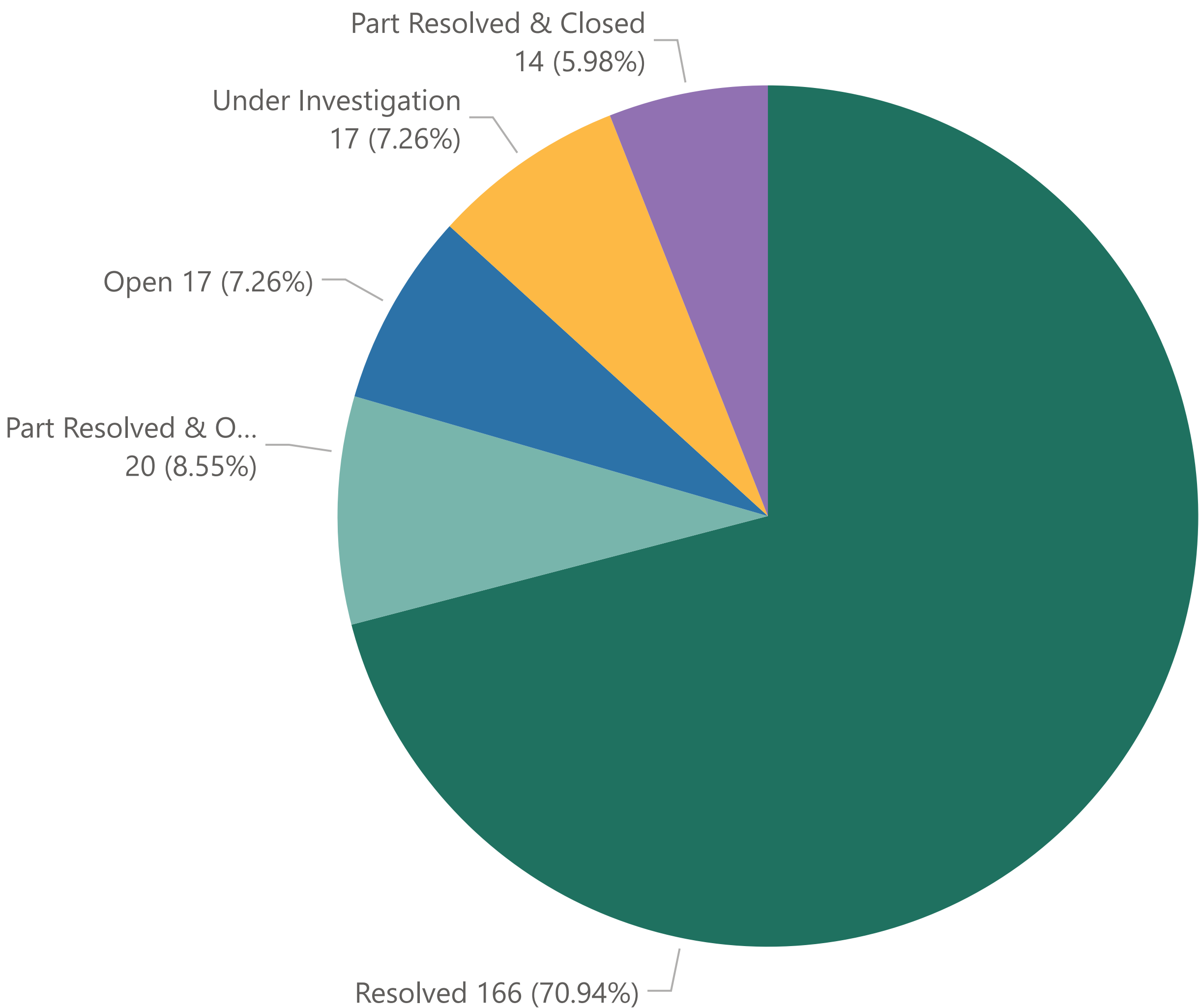


In the reporting period 1 October 2020 to 31 March 2021, users representing 137 operators with 407 individual villages entered data into the complaint portal during the period it was open for submitting reports, compared to 401 individual villages for the previous reporting period, (1 April 2020 to 30 September 2020)

300 villages (73%) had no complaints (81% in the previous reporting period).

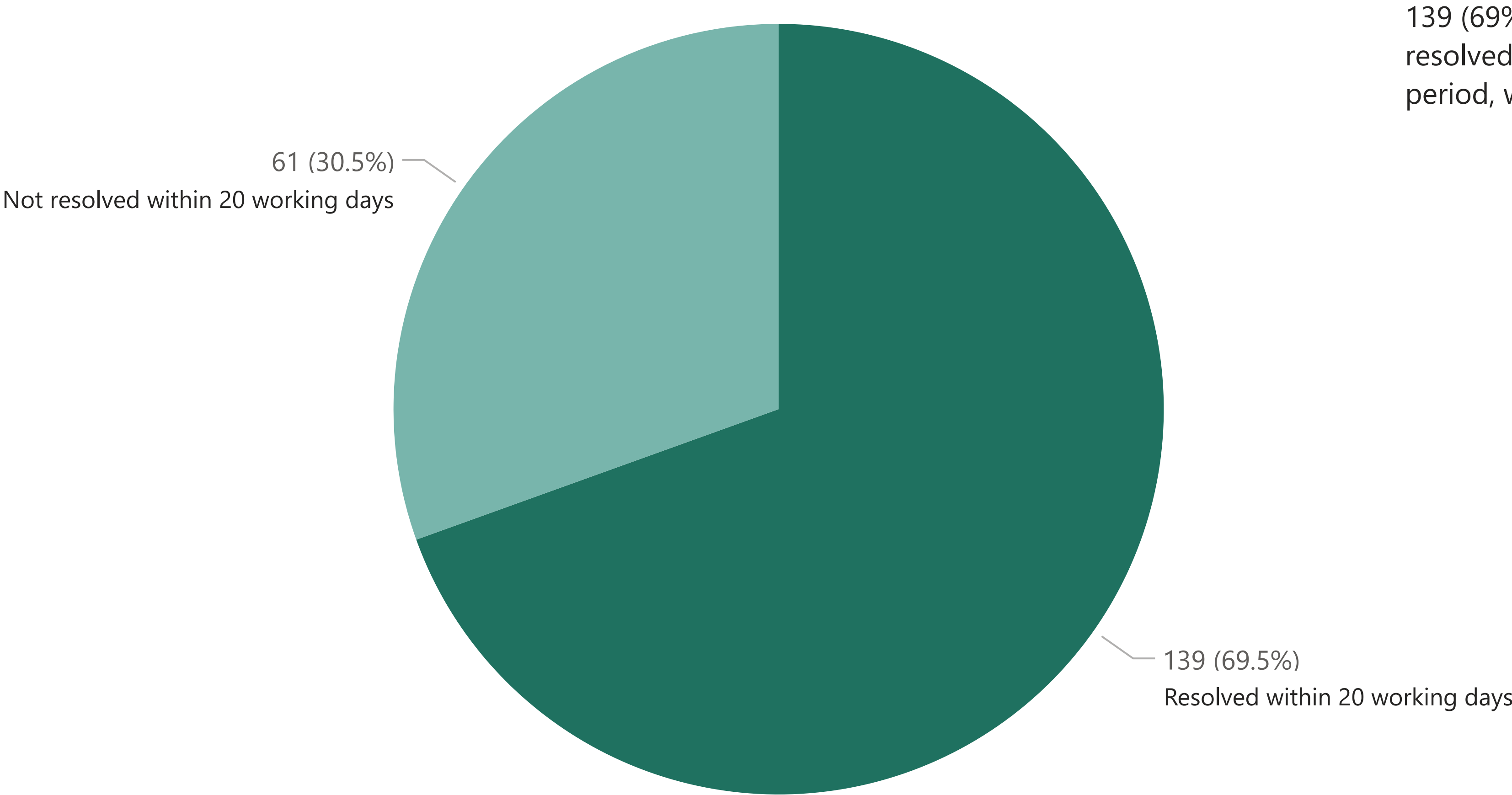
107 villages reported 234 complaints (75 villages reported 190 complaints in the previous reporting period).

Complaint Status



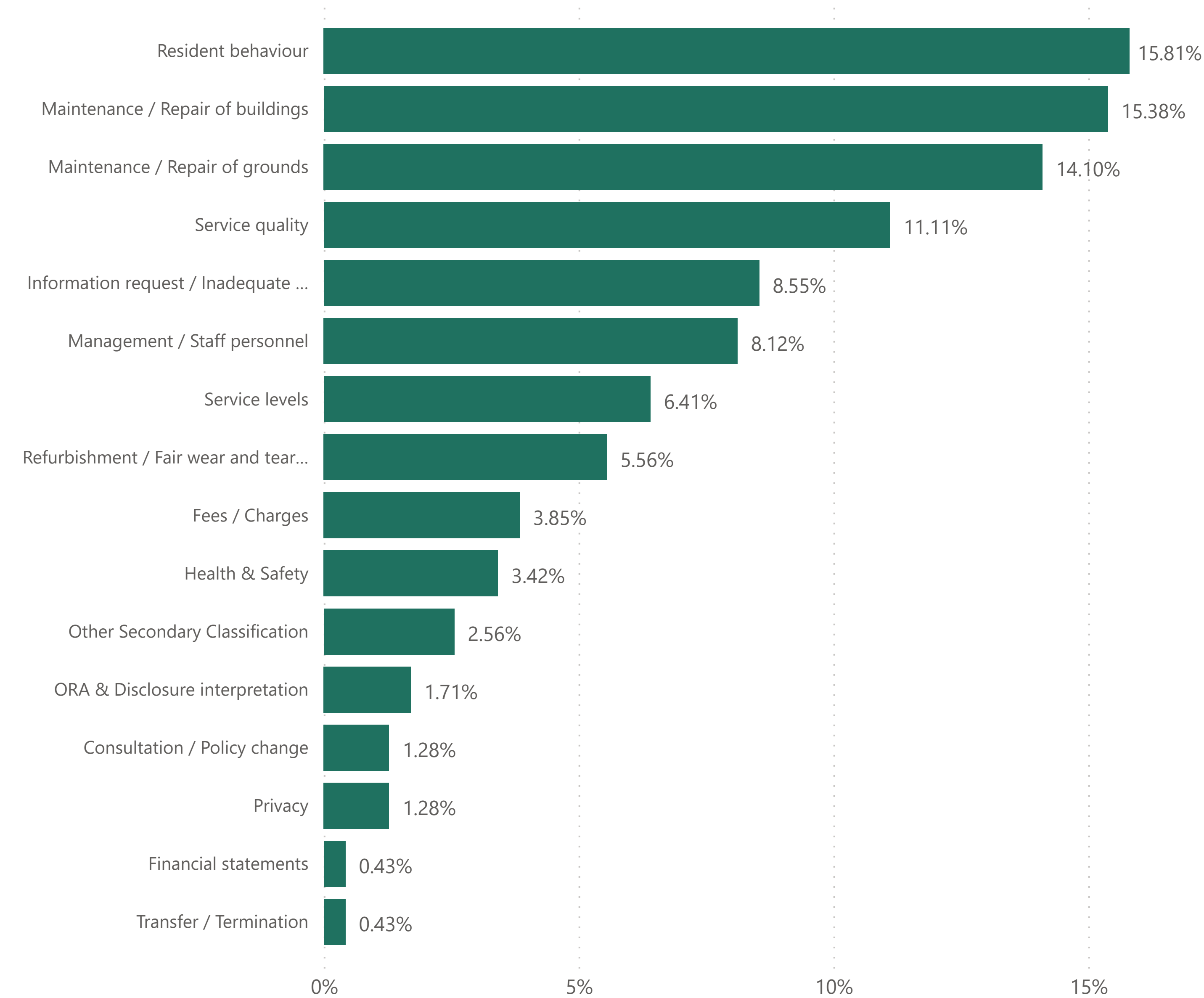
71% of the 234 complaints have been resolved. There is partial resolution for a further 15% of complaints (note about two-thirds still remain open, with the balance reported as closed). The remainder of complaints are open or under investigation.

Time Taken to Resolve



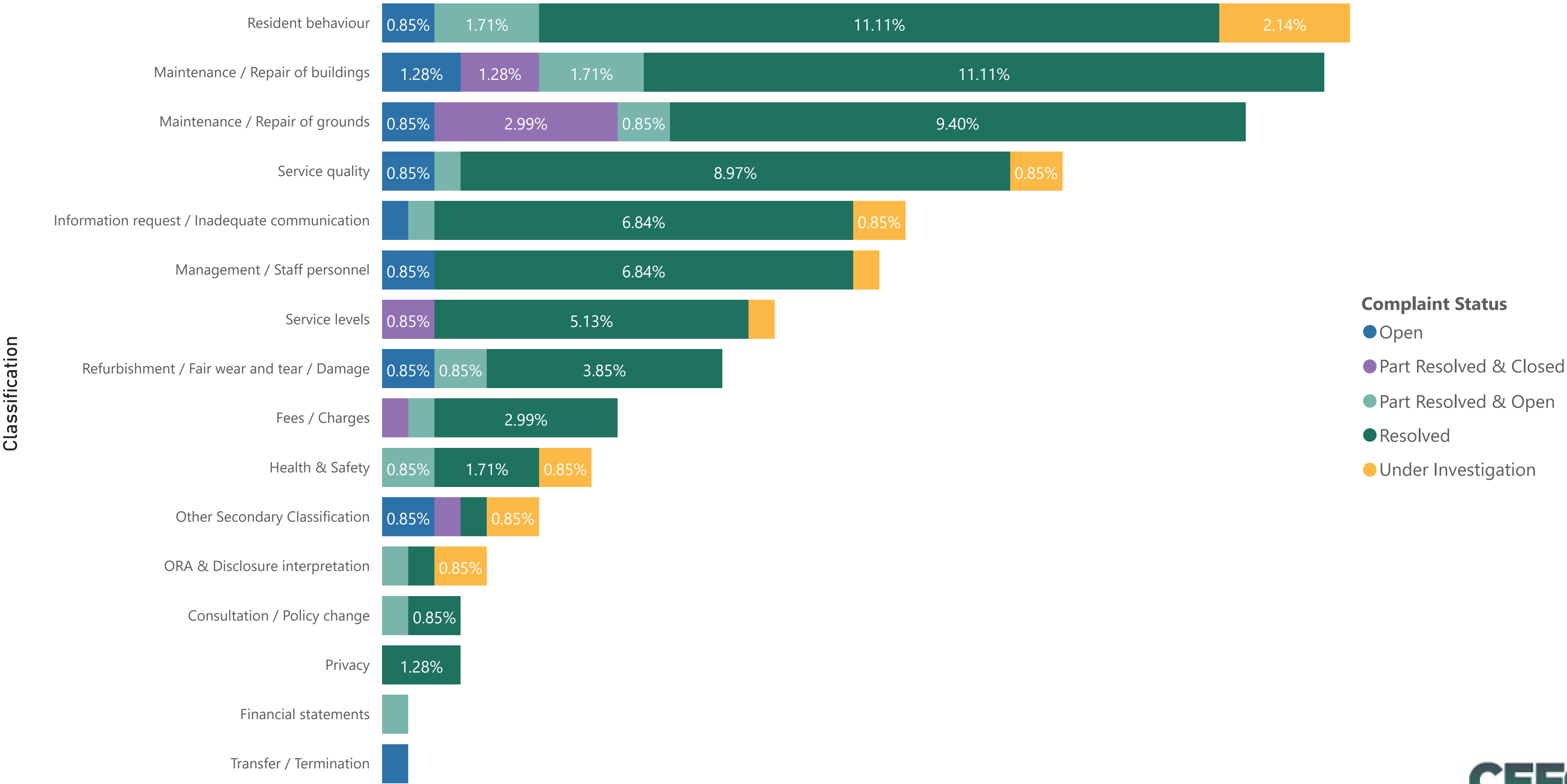
139 (69%) of resolved or part resolved complaints (200) were resolved within 20 working days (similar to the last reporting period, where 71% were resolved within this time).

Classification of Report

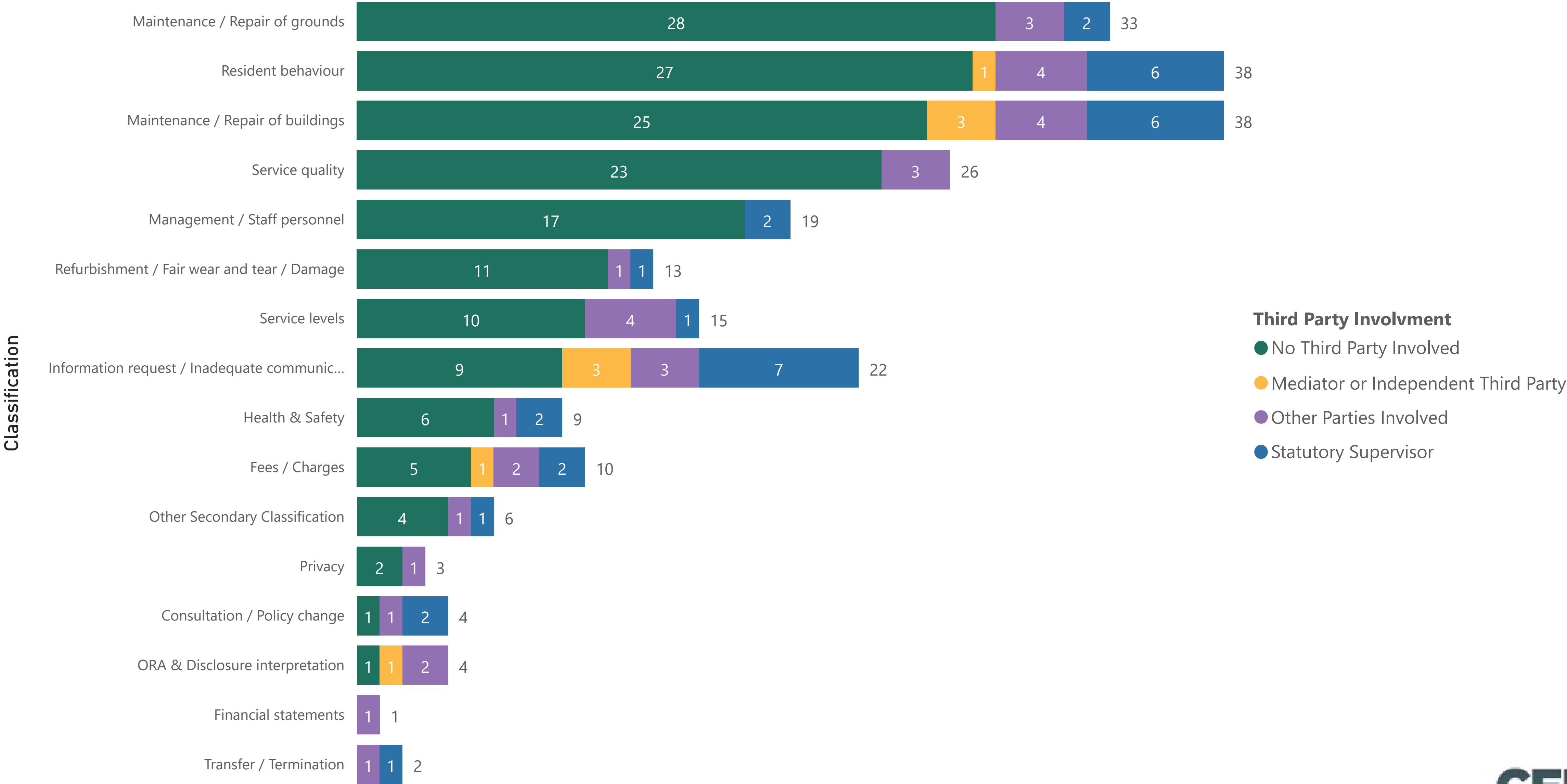


Resident behaviour was the most frequently reported complaint type, in line with the previous reporting period. Maintenance issues related to repair of buildings remains in the top three types of complaint. This year we also record higher frequencies of complaints in terms of maintenance issues related to repair of grounds compared to previous years.

Complaint Status by Main Classification



Third Party Involvement



An overview of reports received since 2017

Reporting compliance has improved over time and was about 90% in the last 4 reporting periods. (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 stable between 70 and 80%. The total number of complaints was higher in this reporting period than we have seen in previous years. The percentage of complaints resolved is in line with the previous reporting period, but lower than we have historically seen.

An overview of all reports since 2017

	1 April - 30 Sept 2017	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
Individual villages filed	325	340	274	290	393	406	401	407
Registered villages	410	410	416	424	430	454	449	454
compliance % (villages filed/registered villages)	79%	83%	66%	68%	91%	89%	89%	90%
number of villages reporting no complaints for the period	241	242	193	210	290	322	326	300
% of villages with no complaints (of those who filed)	74%	71%	70%	72%	74%	79%	81%	74%
Villages with complaints	84	98	81	80	103	84	75	107
Number of complaints	189	181	203	205	196	183	190	234
complaints % resolved	85%	84%	76%	76%	80%	89%	69%	71%