

MAKING A COMPLAINT TO CONSUMER AFFAIRS VICTORIA

If you think that your retirement housing provider has done something wrong, you should lodge a complaint with Consumer Affairs Victoria (CAV). Here are a few tips on how to make a complaint:

1. Common concerns

You can make complaints to CAV about potential breaches of the Australian Consumer Law, Retirement Villages Act, Residential Tenancies Act and Owners Corporation Act.

Some common concerns include:

- ❖ lack of access to free and effective dispute resolution
- ❖ long and complex contracts that are difficult to understand
- ❖ unfair and excessive fees and charges
- ❖ poor management practices and lack of training
- ❖ maintenance and repair problems
- ❖ not receiving services or amenities promised during the sales process

Evidence is key

CAV is more likely to assist if the operator is identified, and if you offer to provide relevant documents

2. Confidentiality

If you are complaining on behalf of someone else make sure they consent to you making a complaint to CAV. You should check whether the person:

- ❖ consents to you identifying them in the complaint
- ❖ consents to you providing relevant documents to CAV
- ❖ has signed any confidentiality agreements that might restrict your ability to provide information to CAV

Written complaints

Written complaints are more effective than telephone complaints. Make sure you keep a copy of correspondence.

3. Lodging your complaint

You should complete the CAV's Residential Accommodation Complaint Form (available online at <http://www.consumer.vic.gov.au/library/forms/contact-us/residential-accommodation-complaint.pdf>).

You can lodge in person, by email, or by post. Alternatively, you can call 1800 55 81 81. You will be asked to provide a range of information, including:

- ❖ your contact details
- ❖ details about the retirement housing operator
- ❖ the amount of money involved
- ❖ details of your concerns
- ❖ the outcome(s) you are seeking
- ❖ whether you have supporting documents

You can also send a copy of your complaint to the Australian Competition and Consumer Commission (ACCC) at <https://www.accc.gov.au/contact-us/contact-the-accc/report-a-consumer-issue>. You can also call the ACCC Infocentre on 1300 302 502.

Post:

Consumer Affairs Victoria, GPO
Box 4567, Melbourne VIC 3001

Email:

consumer@justice.vic.gov.au

Deliver in person:

113 Exhibition St, Melbourne