RVR Complaints Initiatives 2021 - 2022

Retirement Commission - RV Complaints and Disputes
Online Workshop - May 2022

RVR Complaints Initiatives 2021-2022

1. **Formal Complaints Web Form.**
   Assists residents in filling out and sending a formal complaint to the operator.

2. **RVR 0800 Confidential Support Line.**
   Offers support, advice & advocacy on village concerns and the complaints process.

3. **RVR Members Complaints Survey.**
   Feedback from Residents on their personal experience with making a complaint.

1. Formal Complaints Web Form

Launched in Aug 2021.

The RVR developed a web form that steps residents through the process of writing and sending a formal complaint to their operator.

It follows the method for filing a formal complaint as per the Code of Practice and includes options to send the complaint to the parties listed within the Code.

25 complaints sent via the form to date.

- Feedback from residents has been extremely positive saying that it's made it a lot easier.
- Statutory Supervisors have said that it helps residents present the necessary information and gives a timestamp (when cc'd in) to assist them in following up with their respective villages.
- The Registrar of Retirement Villages has seen a 600% increase in complaints across their desk since it launched.
- The RVA have asked for it to be taken down.

2. RVR's 0800 Confidential Support Line

Launched in Dec 2021.

The confidential 0800 line is currently being trialled amongst RVR members. It will be advertised to non-members over the coming months with an initial mention in the RVR's National newsletter.

Promotion : Via member emails and a mention in the December 2021 Members Newsletter.

Run by : Primarily by volunteers that live in retirement villages - either involved in their residents committee or on the Regional / National Exec. Enquiries are then escalated to a management team, when required.

Funded by. Currently funded by members subscriptions. The RVR are applying for funding.

2. RVR's 0800 Confidential Support Line

Process for handling queries / complaints through the 0800 system.

Objectives:

1. To provide a listening ear at the end of the phone with someone that understands.

2. To follow the formal complaint process of finding out 1. What the issue is, 2. The impact it has had and 3. The resolution that they would like.

3. To help collate and assemble the information to file a formal complaint, should they wish.

4. To measure the number of calls and issues raised, along with the person's level of desire in pursuing any action - for reporting back to the various Govt. Agencies. The person's identity is to be protected, so only a first name and/or the village is to be recorded for internal purposes.

5. To use the 'anonymised' results, to establish a better complaints framework that meets the needs of a vulnerable sector.

2. RVR's 0800 Confidential Support Line

Issue. Impact. Resolution.

We follow the Formal Complaint question framework to understand the issue, impact and resolution that the caller would like.

Question. Ask questions that help us form a picture of the concern or issue the person has. It will form the issue section of any future complaint.

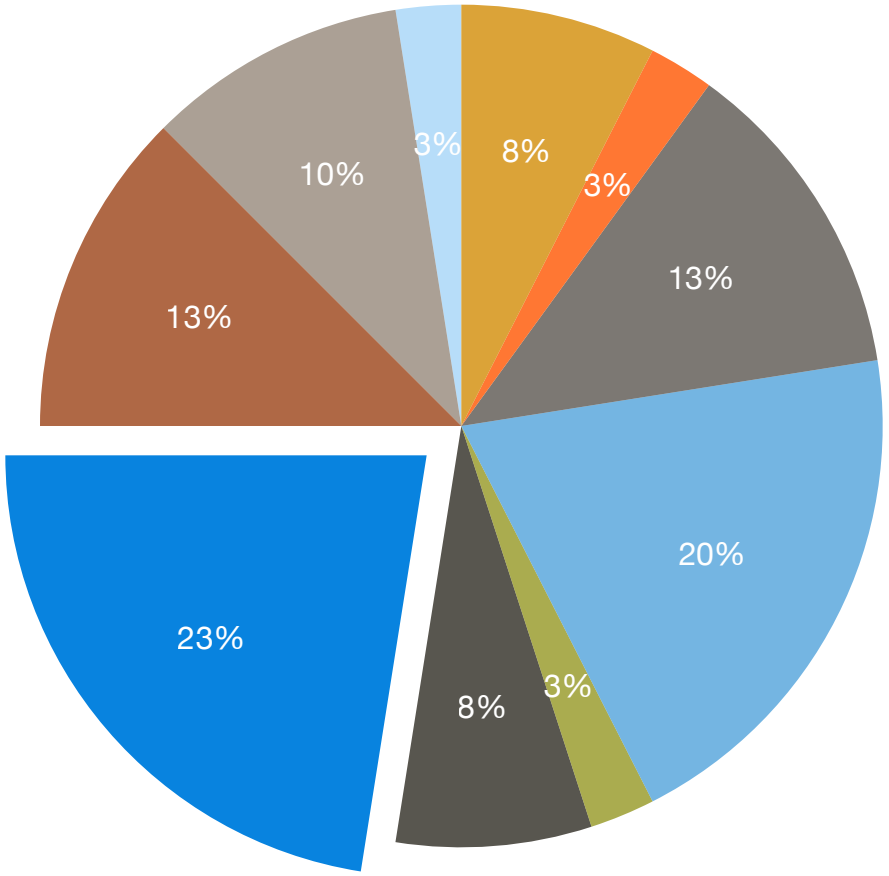
Clarify. We clarify how this has impacted them (if they've made that statement) or, if they have stated how it's impacted them, then we will reword their statement back to them to ensure we understand.

Propose (next steps). Ask them *"What would you like to see happen"*. We help them to suggest a resolution or propose an outcome that they would like to see happen, which would later form the remedy / resolution section of any formal complaint.

2. RVR's 0800 Confidential Support Line

Themes

From 40+ callers logged over the past 5 months

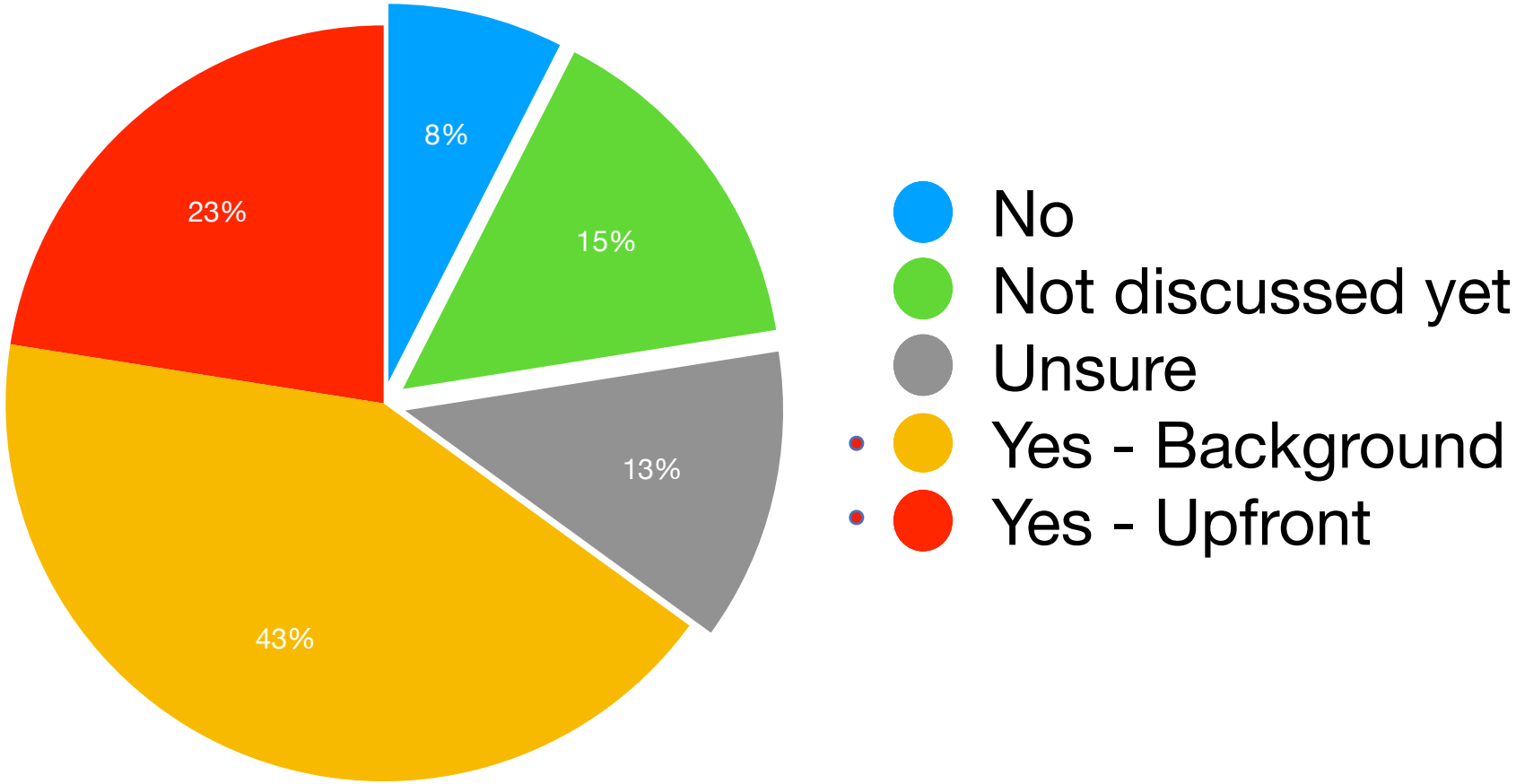


- Building / Maintenance
- Committee Issue
- Complaints Process
- Covid Related
- Fellow Resident Issue
- Garden Issue
- General Question
- Manager Issue
- Staff Issue
- Transfer Care / other

2. RVR's 0800 Confidential Support Line

Support Requested

From 40 callers logged over the past 5 months



3. RVR Members Complaints Survey

Conducted in May 2022.

The RVR conducted a short survey of its members using Mailchimp to understand their personal experience with making a complaint, and what their views were of the complaint process and final outcome.

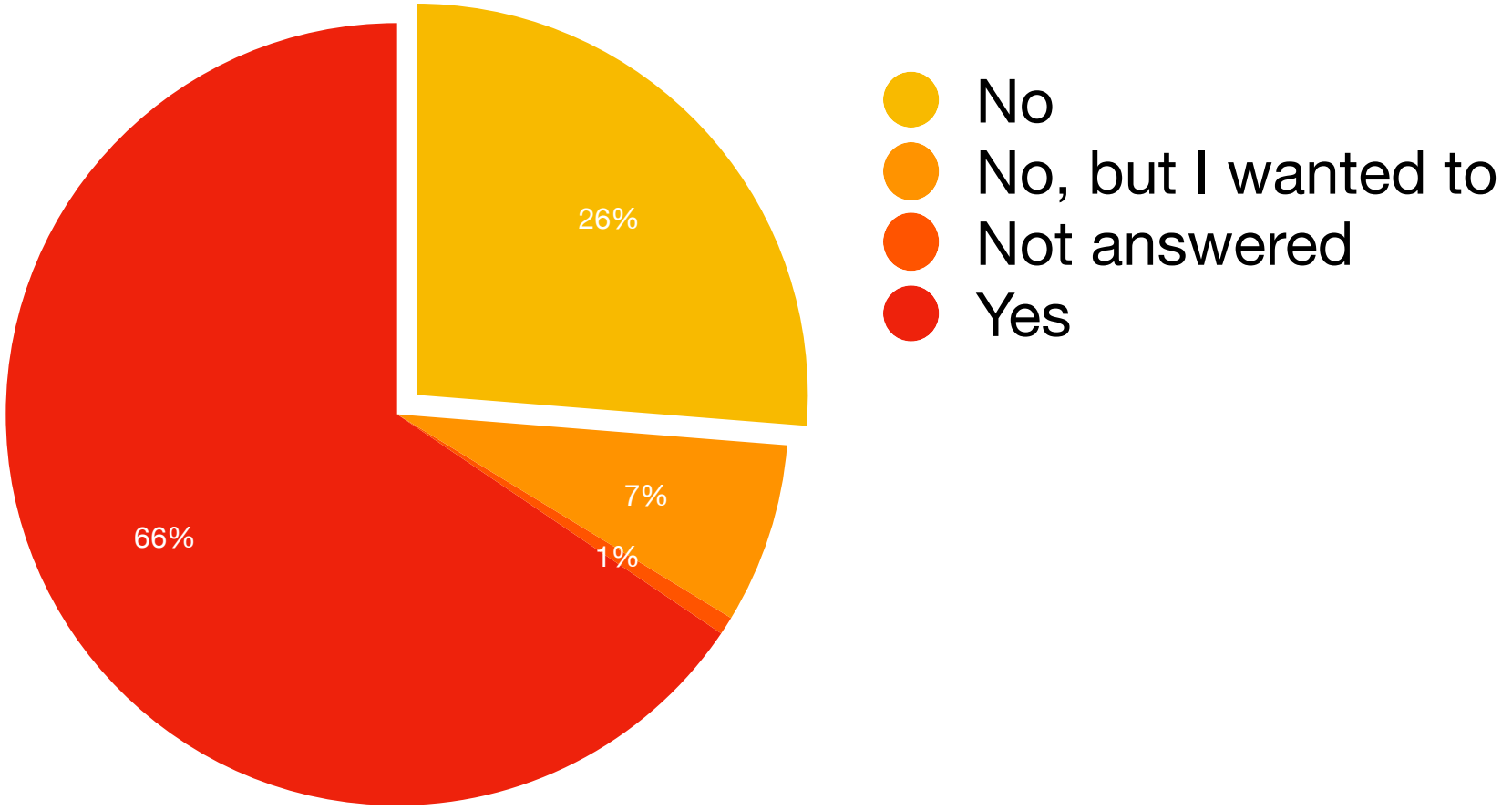
1207 respondents were recorded over a 72 hour period. 791 respondents had made a complaint & 89 wanted to.

Question 1: Have you ever made a complaint at your village?
Question 2: If 'Yes', was it resolved quickly (eg. after one discussion)?
Question 3: If it was not resolved immediately, what stages did it go through?
Question 4: Did you have the RVR or someone support / assist you through the process?
Question 5: Please select the words that best describe how you felt during the complaint process
Question 6: At the time of the complaint were you having to manage a health situation?
Question 7: How satisfied were you with the complaint process?
Question 8: How satisfied were you with HOW the complaint was resolved?
Question 9: Thank you very much for your help. Any final comment that you would like to add?

Estimated margin of error is +- 3%

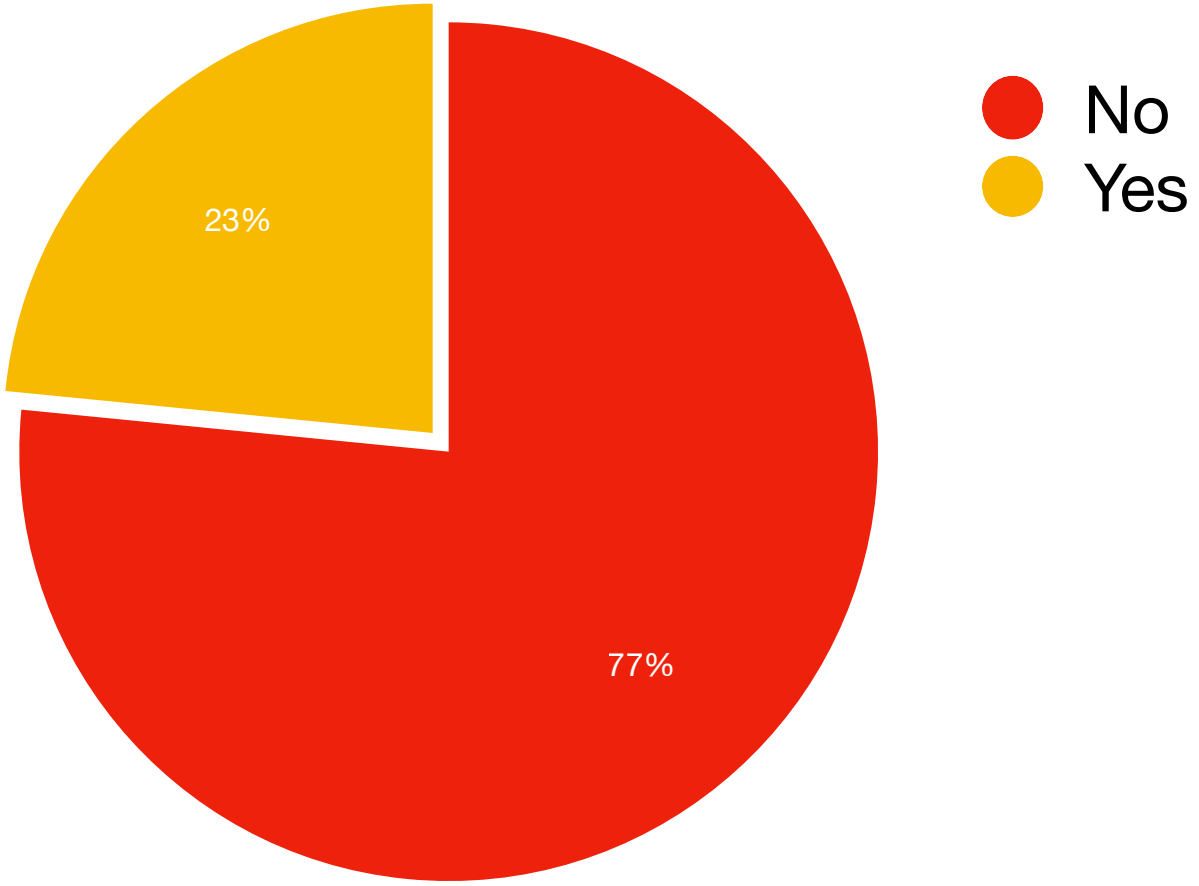
3. RVR Members Complaints Survey

Question 1:
Have you ever made a complaint at your village?



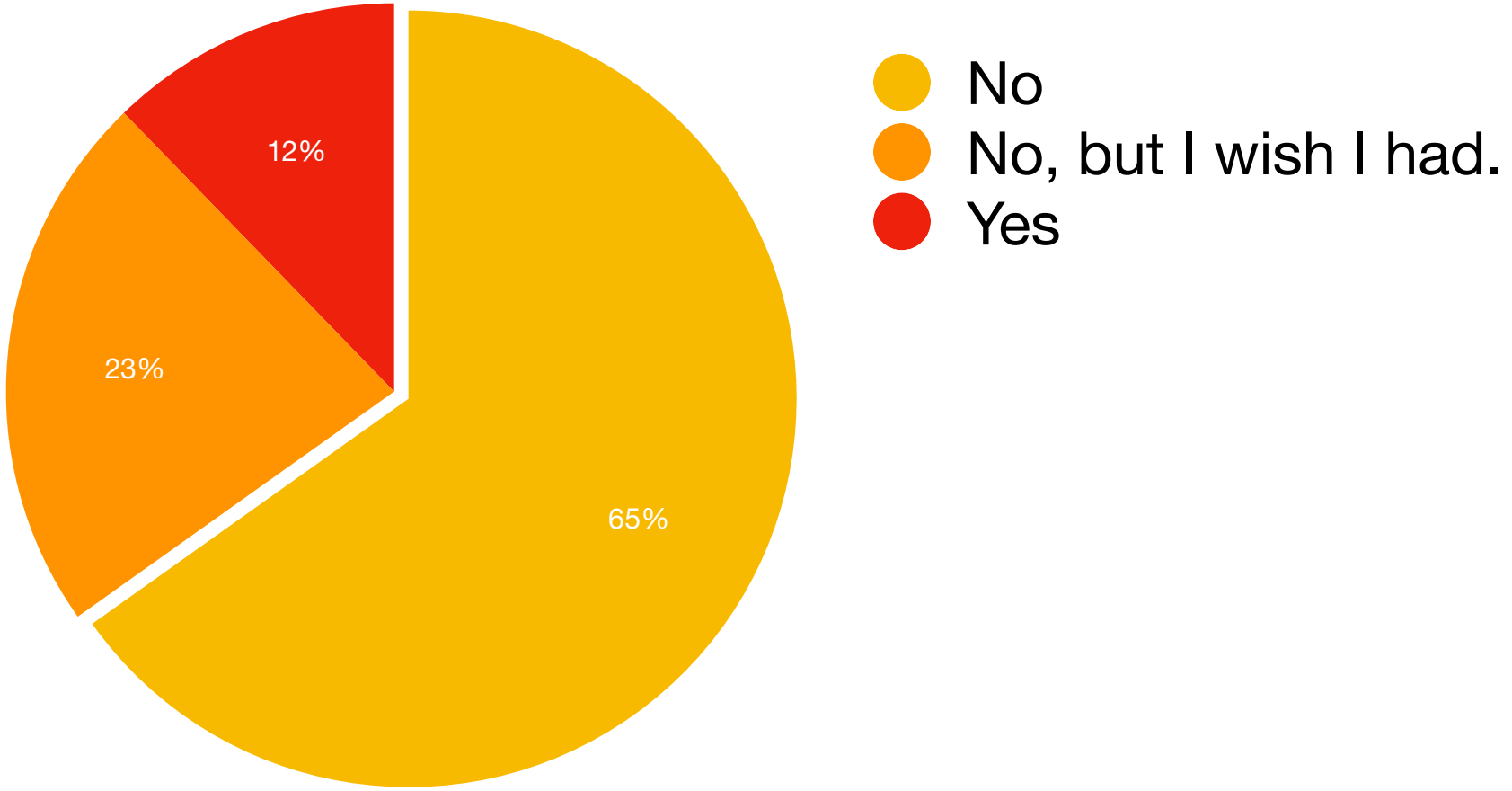
3. RVR Members Complaints Survey

Question 2:
If ‘Yes’, was it resolved quickly (eg. after one discussion)?



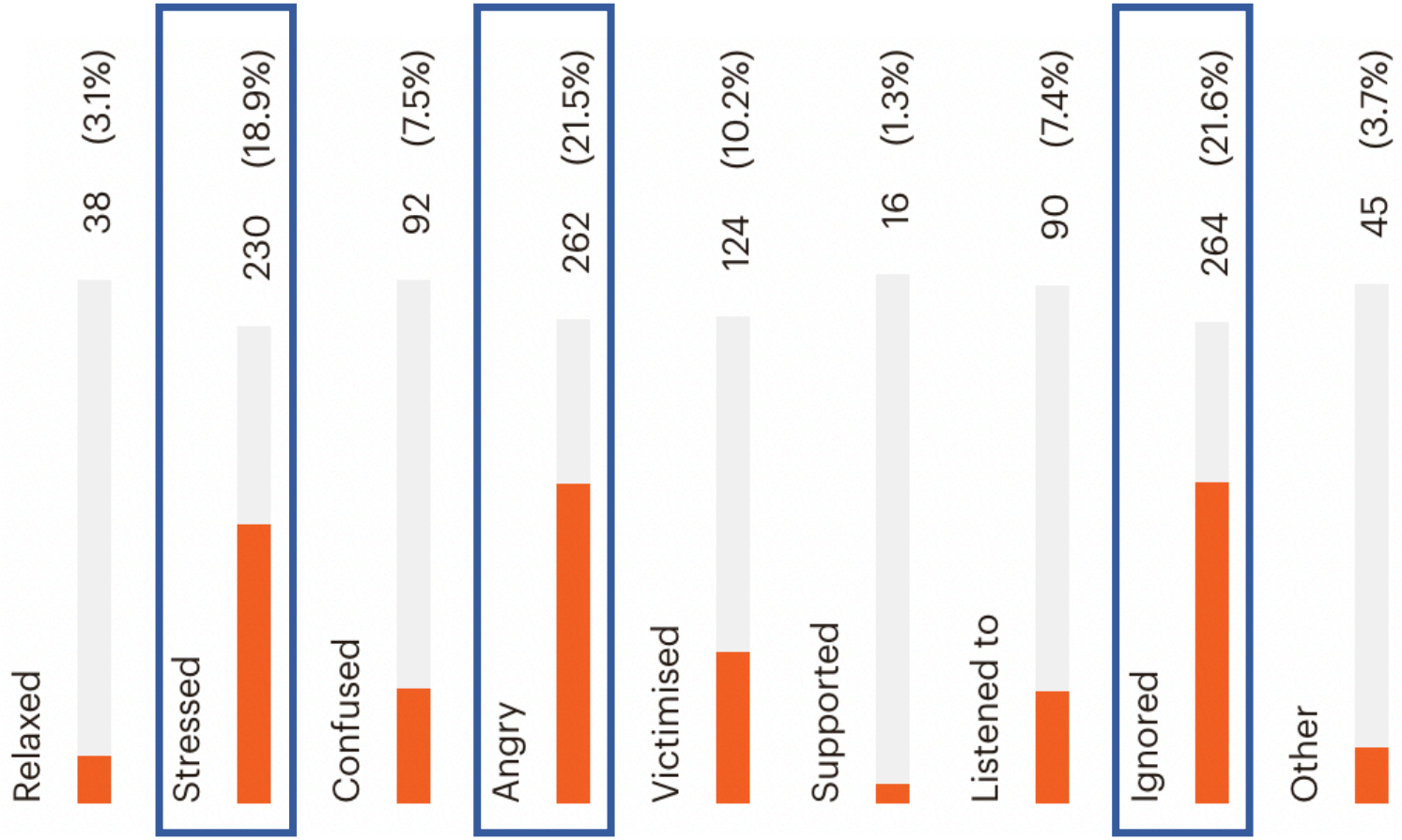
3. RVR Members Complaints Survey

Question 4:
Did you have the RVR or someone support / assist you through the process?



3. RVR Members Complaints Survey

Question 5:
Please select the words that best describe how you felt during the complaint process



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[Explanation Slide - not part of presentation]

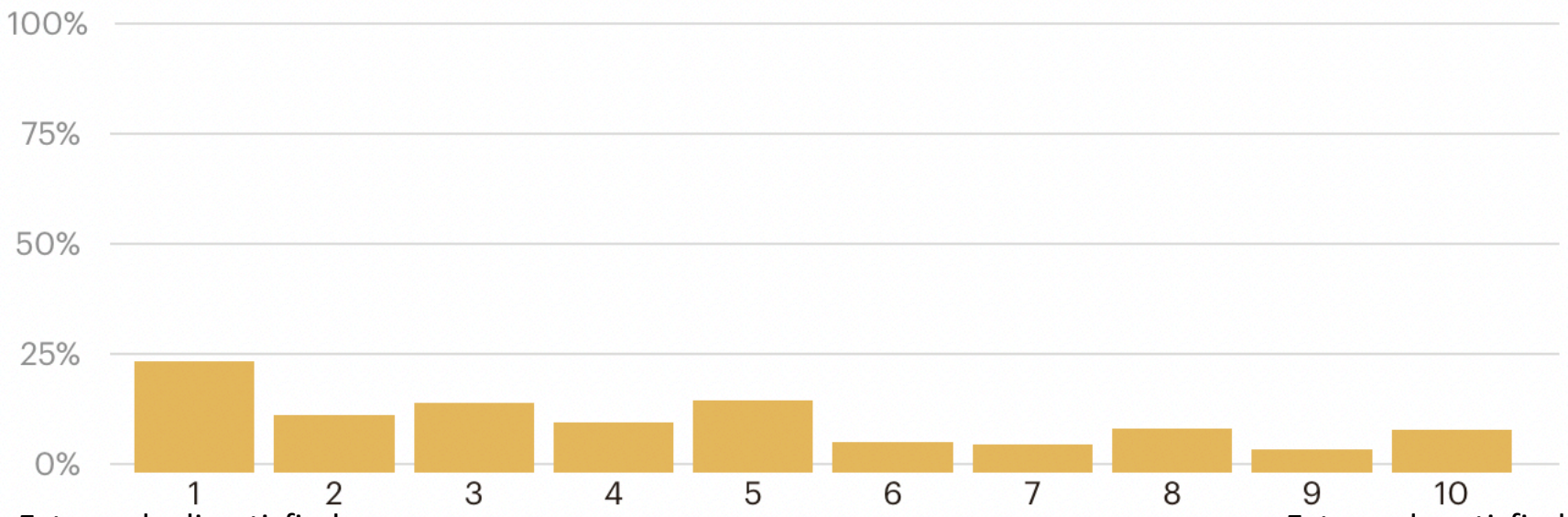
NPS / Net Promoter Scores: The following 4 slides use this acronym or phrase to refer to an internationally recognised measure of customer satisfaction (normally applied to companies).
Individual scores of 1 - 6 are called ‘detractors’, 7 - 8 are ‘passive’ and 9 - 10 are ‘promoters’. The NPS is always expressed as a number from -100 to 100; a score is negative **when an organisation or service has more detractors than promoters.**

A score between -50 to -100 is considered extremely poor.
A good NPS score is between 0-30
A great NPS score is over 30.

3. RVR Members Complaints Survey

Question 7 has 782 answers (Range) Avg rating: 4.5

"How satisfied were you with the complaint process?"



NPS -71

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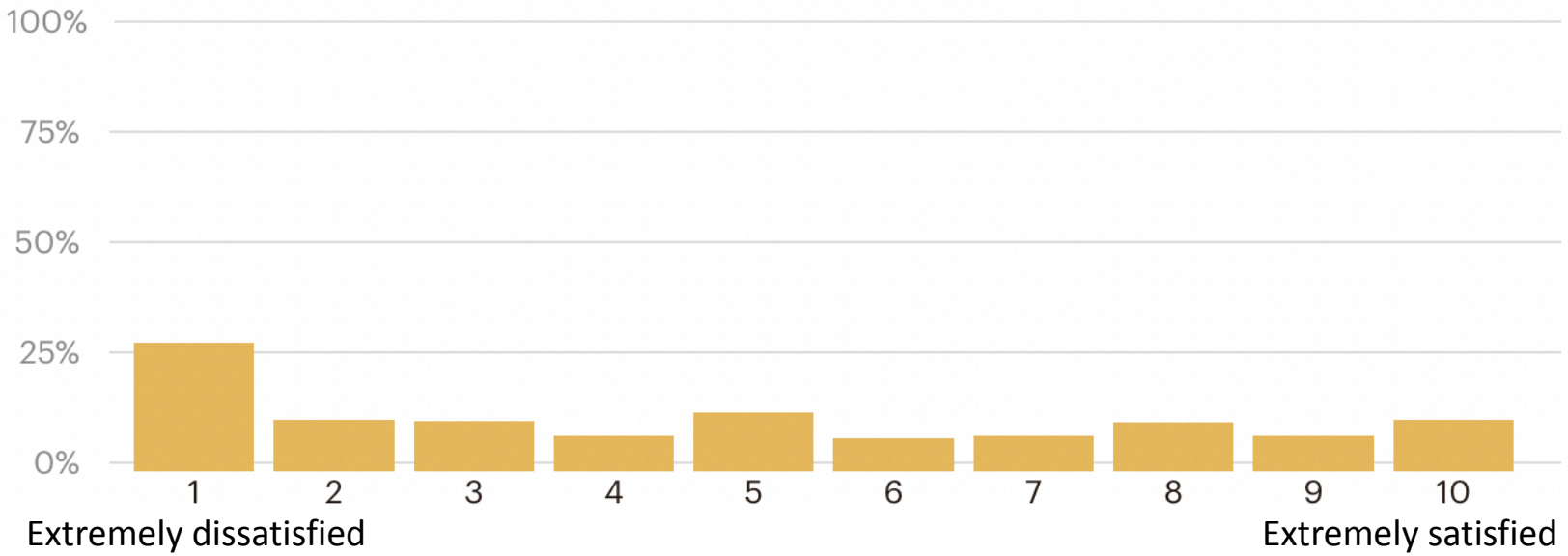
3. RVR Members Complaints Survey

Question 8 has 777 answers (Range) Avg rating: 4.7

"How satisfied were you with HOW the complaint was resolved?"

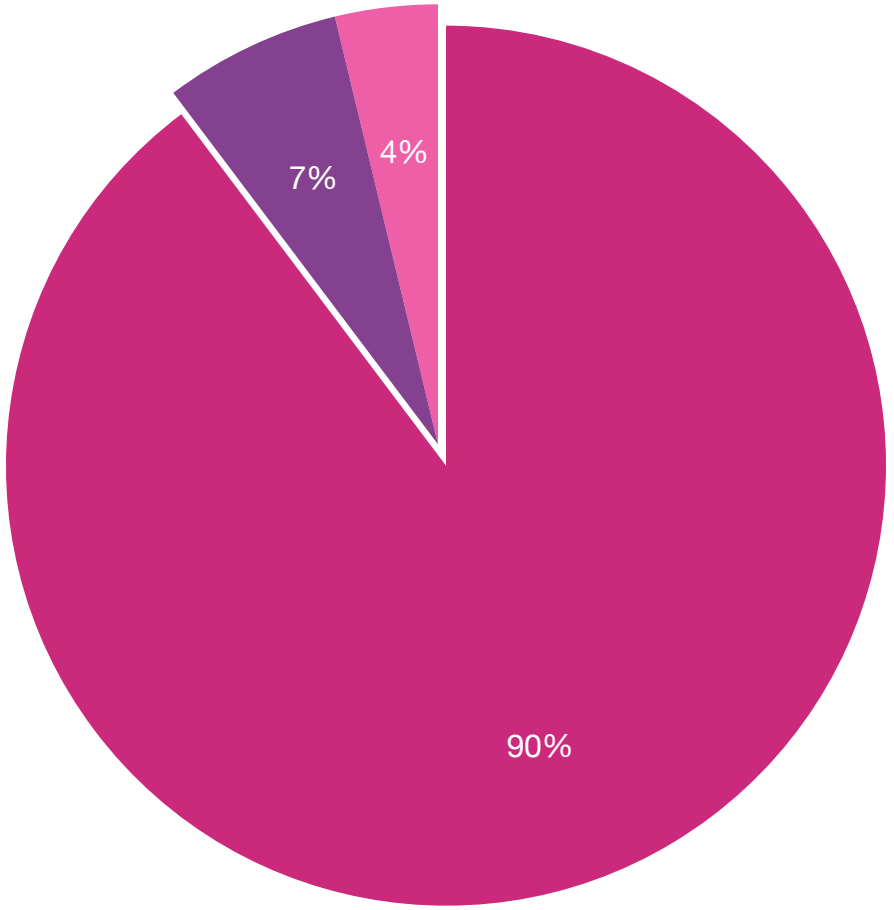


NPS -62

3. RVR Members Complaints Survey

Question 7:
How satisfied were you with the complaint process?

‘Not resolved quickly’
Average =
3.5 out of 10



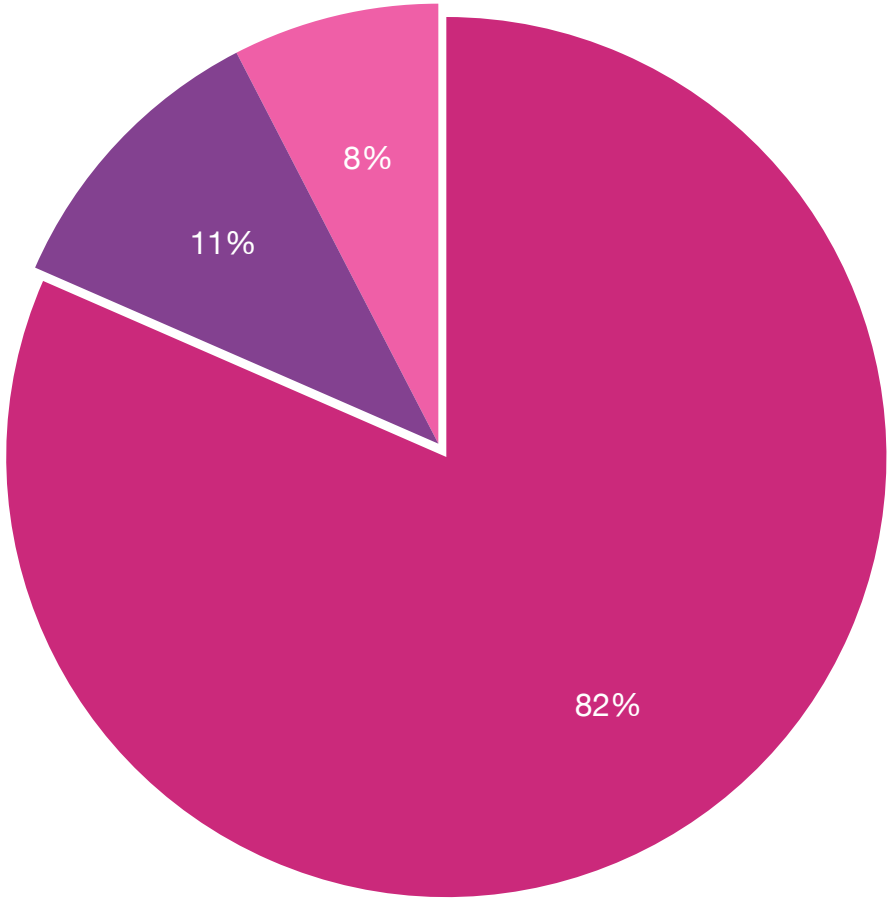
Net Promoter Score:

-86

3. RVR Members Complaints Survey

Question 8:
How satisfied were you with HOW the complaint was resolved?

‘Not resolved quickly’
Average =
3.8 out of 10



Net Promoter Score:

-74

3. RVR Members Complaints Survey

A few of the 500+ Quotes from Residents

"The Manager swore at me, called me a liar …The incident was over a [appliance] issue. I had only been a resident for just over 4 months, I would dearly love to leave this village but financially I am stuck here for life. The biggest regret of my life."

"You get tired of being treated like a child and not respected for our age and what we have achieved during our working life."

3. RVR Members Complaints Survey

A few of the 500+ Quotes from Residents

“You were usually treated as if you were just a nuisance - and if they waited long enough you will either move on or die and from their point of view problem solved.”

“I hate how we are presumed to be in the wrong from the get go and this continues unless we can prove that it is the village that is [wrong].”

3. RVR Members Complaints Survey

A few of the 500+ Quotes from Residents

“it was only resolved after a threat of legal action and/or publicity"

“The problem was that the manager did not record the complaint. The next step - a formal complaint - is too much stress. “

Note - Question 5 revealed one in two residents are usually dealing with a health issue for themselves or a loved one.

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Proposed Complaints Process

A workable Residents Complaints Process must have the following;

1. **Independent.**
   An Ombudsman Type Role (OTR) that is distanced from operators.
2. **Speed.**
   Entire process including adjudication completed within a 6 - 12 week period.
3. **Be Automatic.**
   Does not require resident to escalate it. Automatically proceeds to next stage.
4. **A Binding Decision.**
   If unresolved, the OTR gives a decision that is binding on the operator including compensation to the resident, where necessary.

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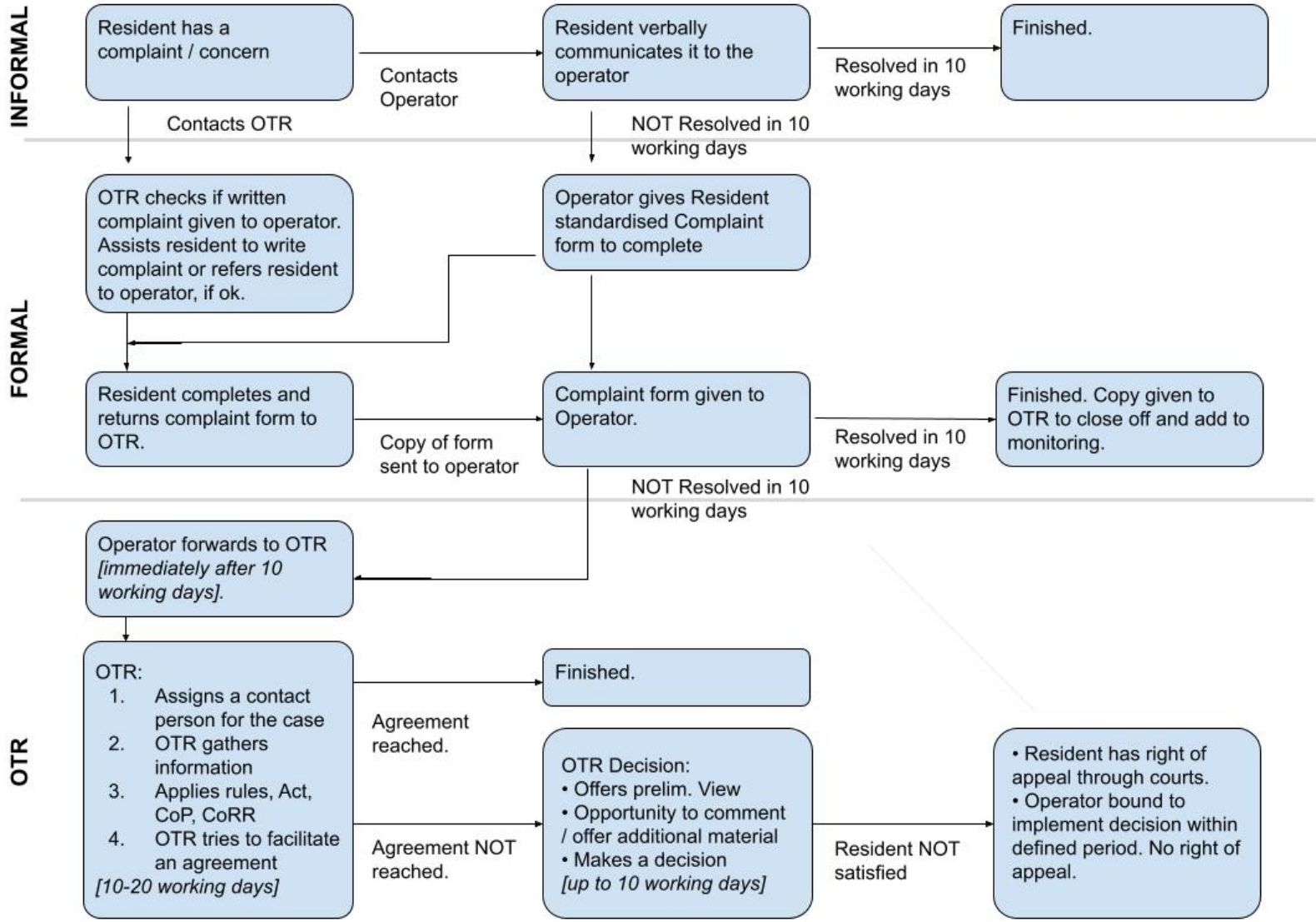
Proposed Complaints Process