

Village Dispute Procedure

September 2026

This procedure explains how residents can raise a dispute with the Manager or about another resident, and how Linton Court will try to resolve the matter.

The procedure applies to both:

- **Management disputes** – a dispute between a resident and the Manager about the management or operation of the village, or something affecting the resident's use or enjoyment of the village
- **Resident disputes** – a dispute between two or more residents about something affecting their use or enjoyment of the village or its services.

1. Who can I contact?

Ros Griggs - Manager
Phone: 0494 756 873
Email: Lintoncourtrv@gmail.com
Address: PO Box 334, Foster Victoria 3960

Alternative contact

Lloyd McKenzie - Committee of Management
Phone: 0439 559 579
Email: munrose@dcsi.net.au
Address: PO Box 263 Foster Victoria 3960

The alternative contact can be used if the dispute involves the primary contact person, or if the primary contact is unavailable or not authorised to deal with the matter.

2. How can I raise a dispute?

You can notify the Manager or the appropriate contact person:

- in person;
- by telephone;
- by email or other written communication; or
- through another person acting on your behalf.

How can I raise a dispute (cont)?

You do not have to make your dispute in writing.

It is helpful to provide:

- what the dispute is about;
- when it happened or started;
- who is involved;
- what has already been done to try to resolve it;
- whether the matter is continuing; and
- what you would like to happen, if you know.

You may have another person represent or assist you during the dispute process.

3. What happens after I raise a dispute?

The Manager or contact person will be in contact with you and try to understand the issue and what you would like to happen.

The Manager may:

- discuss the matter with you;
- discuss possible solutions;
- contact another resident involved in the dispute, where appropriate;
- arrange a meeting with the people involved; and
- assist the parties to reach an agreed resolution.

For a dispute between residents, the Manager cannot impose a decision on the parties. Any resolution must be agreed by the parties involved.

The Manager will not make or facilitate an outcome that is inconsistent with the Committee of Management views, the law or with the relevant resident's agreement or contract.

4. What if the dispute is resolved?

If the dispute is resolved, the outcome will be recorded and you will be advised of the outcome as soon as practicable.

5. What if the dispute is not resolved?

If the dispute has not been resolved to your satisfaction within 72 hours of notice being given, additional records will be made and maintained as required by the Retirement Villages Act 1986.

The Manager will continue to deal with the matter where appropriate and will advise you of the outcome as soon as practicable.

If the dispute cannot be resolved, you will be advised of the reasons and told that you may:

- contact Consumer Affairs Victoria for information and assistance;
- apply for conciliation through VicAssist Retirement Villages; or
- seek independent legal advice.

7. Records and privacy

Linton Court will keep records of village disputes as required by the Retirement Villages Act 1986.

Records of disputes must be retained for the required period.

A report about village disputes will be presented at the Annual General Meeting. The report will include the number and nature of disputes, their outcomes and any changes made or proposed in response.

The report will not identify the residents involved.

A copy of the annual dispute report must also be provided to the Director of Consumer Affairs Victoria as required by law.

8. Further assistance

Consumer Affairs Victoria

Phone: 1300 55 81 81

Web: www.consumer.vic.gov.au/housing/retirement-villages

VicAssist Retirement Villages

VicAssist provides a free conciliation service for retirement village disputes.

Phone: 1300 528 994

Web: www.vic.gov.au/about-vicassist-retirement-villages

Residents may also seek independent legal advice.

This Village Dispute Procedure is available at www.lintoncourt.com.au and a copy will be provided to a resident on request within the time required by law.