

Feedback

We welcome your feedback and ideas to help us continually improve our services to you and the community.

To get in touch immediately, contact the Village General Manager at suzi@thesterling.co.nz

Complaints policy

The aim of this policy is to provide a structured, resident-centric, objective, and fair process for resolving complaints quickly and cost-effectively at The Sterling, Kaiapoi. We are committed to high service standards, and we acknowledge all complaints as part of our continuous improvement efforts. Throughout the complaints process, we ensure that all residents are treated with dignity and respect.

Purpose

Residents may choose to raise their issue as an informal or formal complaint, per the Retirement Villages Act, or address the matter informally if preferred.

Scope

This policy applies to all complaints raised by residents concerning The Sterling, Kaiapoi its staff, other residents, or any other matter that the resident wishes to bring to our attention.

Policy

2.1 Formal Complaints and Resident Disputes

Formal complaints may be given:

- Directly to the Village General Manager during business hours (9am to 4pm Monday to Friday)
- In writing
- Using a service improvement form
- Verbally, clearly identified as a formal complaint or resident dispute



2.2 Residents may seek advice from:

- The Statutory Supervisor
- The Registrar of Retirement Villages
- The Retirement Commissioner

External Complaints Mechanisms

- Information on lodging external complaints is detailed in your Occupational Rights Agreement (ORA).
- Residents in care facilities can also seek assistance from the Ministry of Health.
- Disability service complaints can be directed to the Disability Rights Commissioner.

Procedure

The procedure for dealing with complaints is detailed in the “Complaint/Dispute Resolution Policy,” available from the Administration Office and on Lumin.

Residents’ Rights

All residents have the following rights under the Code of Residents’ Rights:

- To raise complaints and receive a response within a reasonable time (Right 4).
- To a speedy and efficient dispute resolution process (Right 5).
- To have a support person represent them (Right 6).
- To be treated with courtesy and respect throughout the complaints process (Right 7).

We will treat residents with dignity and respect when handling complaints and will not treat any complainant differently based on the submission of a complaint. Residents may also directly contact the Statutory Supervisor, Retirement Commissioner, or the Registrar of Retirement Villages at any time, without limiting their right to make a formal complaint.



Issues or Concerns

Residents are encouraged to raise concerns informally before escalating to a formal complaint. All issues or concerns will be managed as per this policy.

Anonymous issues or concerns will be considered, but they cannot be addressed through the formal complaints process. However, any resulting policy changes will be communicated to all residents.

Formal Complaints Resolution Procedure

When submitting a formal complaint:

- The complaint must be provided in writing, signed, and dated.
- The Village General Manager or Operator will acknowledge receipt of the complaint within 5 working days.
- We aim to resolve the complaint within 20 working days. If this timeline is not met, residents will be regularly updated on progress.

If the complaint is not resolved within 20 working days, it will be referred to the Statutory Supervisor for an impartial review and mediation may be offered with an independent mediator, per the Retirement Commissioner's guidelines.

Unresolved Formal Complaints

If the complaint remains unresolved, residents may issue a Dispute Notice under the Retirement Villages Act 2003. This notice must be issued within 6 months of the formal complaint being lodged. Certain complaints related to occupation rights, service charges, and Code breaches can be referred to a disputes panel for resolution.

Complaints about health and disability services are outside the scope of this policy and may be referred to the Health and Disability Commissioner.

Recording Resolution

Once a formal complaint is resolved, the resolution will be documented, outlining actions to be taken, responsibilities, and completion times. A copy of the signed resolution will be provided to all parties involved.



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Contacts

Village General Manager

Name: Suzi Cadigan

Office hours: Mon – Fri from 9am – 4pm

Cell Phone: 027 546 3124

Email: suzi@thesterling.co.nz

Operator's Contact Person for Complaints

Name: Alan Edwards (Director)

Office hours: Thurs/Fri from 11am - 3pm

Cell Phone: 021 809 030

Email: alan@thesterling.co.nz

Residents' Committee

Contact Person: David Beer, Chairperson

Phone: 021 024 09163

Email: d.beer1308@gmail.com

Statutory Supervisor

Name: Anchorage Trustee Services Limited

Phone: (03) 366 6713

Email: b.mccormick@anchoragetrustees.co.nz

Address: Duncan Cotterill Plaza, 148 Victoria Street, Christchurch; PO Box 5, Christchurch 8140

Registrar of Retirement Villages

Website: www.companiesoffice.govt.nz

Phone: 0508 266 726

Phone: (03) 962 2602

Address: Registrar of Retirement Villages, Northern Business Centre, Private Bag 92061, Auckland Mail Centre, Auckland 1143



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Te Ara Ahunga Ora Retirement Commissioner

Free Phone: 0800 268 269

Phone: 09 356 0052

Email: rv@retirement.govt.nz

Address: Level 15, 19 Victoria Street, Auckland Central, 1010

Postal Address: PO Box 106-056, Auckland City 1143

Retirement Villages Association

Phone: (04) 499-7090

Email: info@retirementvillages.org.nz

Address: Level 11, Petherick Tower, 38 - 42 Waring Taylor St, Wellington 6011

Postal Address: PO Box 25-022, Featherston Street, Wellington 6146

Agencies which may offer Advocacy Services

Age Concern

Website: www.ageconcern.org.nz follow links – New Zealand

Free Phone: 0800 65 2 105

Email: national.office@ageconcern.org.nz

Address: National Office, Level 1, Sharp House, 779 Taranaki Street, Te Aro, Wellington 6011

Postal Address: PO Box 10-688, Featherston Street, Wellington 6143

Citizens Advice Bureau

Website: www.cab.org.nz

Phone: 0800 367 222

Email: admin@cab.org.nz

Address: National Office, Level 1, Sharp House, 779 Taranaki Street, Te Aro, Wellington 6011

Postal Address: National Office, PO Box 9777, Wellington



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If the complaint concerns health or disability services we are providing you may also contact the following:

Nationwide Health and Disability Advocacy Service

Website: www.advocacy.org.nz

Phone: 0800 555 050

Email: advocacy@advocacy.org.nz

Health and Disability Commissioner

Website: www.hdc.org.nz

Email: hdc@hdc.org.nz

Postal Address: Health and Disability Commissioner, PO Box 1791, Auckland 1140

Fax: (09) 373 1061

The Code of Residents' Rights - Basic Rights of Residents

This is a summary of the basic rights given to you by the Retirement Villages Act 2003.

1. Services and other benefits

You have the right to services and other benefits promised to you in your occupation right agreement.

2. Information

You have the right to information relating to any matters affecting or likely to affect the terms or conditions of your residency.

3. Consultation

You have the right to be consulted by the Operator about any proposed changes in the services and benefits provided or the charges that you pay that will or might have material impact on your:

- a) Occupancy; or
- b) Ability to pay for the services and benefits provided



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4. Right to complain

You have the right to complain to the Operator and to receive a response within a reasonable time.

5. Dispute

You have the right to a speedy and efficient process for resolving disputes between you and the Operator or between you and other Residents of the Village.

6. Use of support person or representative

You have the right, in your dealings with the Operator or other Residents of the Village, to involve a support person or a person to represent you. The cost of involving a support person or person to represent you must be met by you.

7. Right to be treated with courtesy and have rights respected

You have the right to be treated with courtesy and have your rights respected by the Operator, the people who work at the Village and the people who provide service at the Village.

8. Right not to be exploited

You have the right to not be exploited by the Operator, the people who work at the Village and the people who provide services at the Village.