CONCERNS AND DISPUTE RESOLUTION PROCESS

OneToAnother communities place great importance on improving services to residents and we encourage all residents to raise any concerns to our attention. We will do our best to follow-up and resolve your concerns in a fair, confidential and impartial manner. We will provide an initial response within 7 days and keep a record of all communication and follow up action required. We will investigate any disputes in accordance with our legislative requirements and we will not take any action without the consent of a resident who is a party to a dispute. Note that concerns and disputes are separate processes and will be followed-up as set out below.

CONCERNS	DISPUTES WITH OTHER RESIDENTS	DISPUTE WITH THE VILLAGE
You can raise a concern by speaking with your Village Manager or a member of the Residents Committee. Alternatively, you may outline your concern in writing or complete a Resident's Feedback Form and lodge it at the village office.	If you have a dispute with another Resident which you are unable to resolve together, you can outline the issues involved to the Village Manager or Operations Manager verbally in person or in writing ("Dispute Notice").	You may speak with or write to the Village Manager or Operations Manager if you have a dispute regarding financial, legislative or contractual matters (or any other matter) with the Village ("Dispute Notice").
We will investigate your concern within the agreed timeframe and will provide you with a written response within 7 days.	The Village Manager or Operations Manager will: 1. create and maintain a written record of the dispute (unless it is satisfactorily resolved within 72 hours of receiving the Dispute Notice). 2. provide you with a copy of the record of the Dispute Notice. 3. investigate the dispute in a timely manner and, where appropriate and agreed between both parties, arrange a meeting for you and the other Resident involved to discuss the matter. You will each be given at least 14 days' notice of the meeting, and you must respond in	The Village Manager or Operations Manager will: 1. create and maintain a written record of the dispute (unless it is satisfactorily resolved within 72 hours of receiving the Dispute Notice). 2. provide you with a copy of the record of the Dispute Notice. 3. investigate the matter in a timely manner and, if required, refer it to the General Manager for advice and in accordance with legislative requirements.

	writing within 7 days to confirm that you can attend or propose an alternate time. You may bring an independent adult to the meeting, but you must advise the Village Manager or Operations Manager in advance. Every effort will be made to resolve the matter to achieve a satisfactory outcome for all parties. 4. advise you on the details of the resolution of the dispute if the dispute has been resolved through the internal investigation process. 5. advise you, and provide you with reasons why, if the dispute cannot be resolved internally.	4. advise you on the details of the resolution of the dispute if the dispute has been resolved through the internal investigation process. 5. advise you and, provide you with reasons why, if the dispute cannot be resolved internally.
If you are not satisfied with the outcome either Resident or Village Manager may write to the OTA Operations Manager, 3/8 St Andrew Street, Brighton, VIC 3186 or phone 03 8527 7100. Alternatively, a Dispute Notice may be lodged verbally or in writing with the Village Manager or Operations Manager.	If the dispute cannot be resolved through internal investigation processes, or you do not agree with the internal investigation findings, you have the right to: 1. seek advice from the Director of Consumer Affairs Victoria. You can contact consumer affairs via the below website: Contact us - Consumer Affairs Victoria 2. seek conciliation through Consumer Affairs Victoria;	If the dispute cannot be resolved through internal investigation processes, or you do not agree with the internal investigation findings, you have the right to: 1. seek advice from the Director of Consumer Affairs Victoria. You can contact consumer affairs via the below website: Contact us - Consumer Affairs Victoria 2. seek conciliation through Consumer Affairs Victoria;

	3. make an application to the Victorian Civil and Administrative Tribunal (VCAT) for an order; and 4. seek independent legal advice.	3. make an application to the Victorian Civil and Administrative Tribunal (VCAT) for an order; and 4. seek independent legal advice.

CONTACT DETAILS FOR DISPUTE NOTICE

As outlined above, a dispute can be lodged verbally or in writing with the below Village contacts:

Village	The Crescent Brighton	The Granton Brighton	The Trentham Sandringham
Primary Contact	Sandra Doolan – Village Manager	Paul Tracy – Village Manager	Chris Biggin – Village Manager
Village Phone	0400 964 902	0455 286 246	0400 968 212
Village Address	95 Outer Crescent Brighton	233 New St Brighton	18 Trentham St Sandringham
Email	sandra@ota.live	pault@ota.live	chris@ota.live
Alternative Contact	Sara Grayson – Operations Manager	Sara Grayson – Operations Manager	Sara Grayson – Operations Manager
Email	sara@ota.live	sara@ota.live	sara@ota.live

Reviewed *: 09/09/2026*