

**Information released by the Department of Finance, Services and Innovation under the Government Information (Public Access) Act 2009**

**Application reference FT GIPA 2015-16/94**

Scope of application:

1. *Number of complaints received from residents of retirement villages for the financial years 2011-12, 2012-13, 2013-14, 2014-15 and 2015-16.*
2. *Average time taken to respond to these complaints in each financial year*
3. *The number of complaints successfully resolved in each financial year*

Information is as follows:

1. Number of complaints received from residents of retirement villages for the financial years 2011-12, 2012-13, 2013-14, 2014-15 and 2015-16.

NSW Fair Trading does not have a breakdown of whether the complainant is a resident, family member, industry association, potential purchaser or member of the public.

Complaints received	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016 YTD
	67	71	62	98	109

2. Average time taken to respond to these complaints in each financial year

NSW Fair Trading aims to finalise 85% of general consumer complaints or disputes between parties within 30 days of receiving the complaint. In other cases Fair Trading contacts the parties within 30 days to advise them of the action being taken. The percentage of general consumer complaints, including retirement village complaints, which were handled within the guarantee of service is in the table below.

Percentage resolved within Guarantee of Service (GOS)	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016 YTD
	90%	86%	91%	94%	Real Estate & Property Division 85.8%

3. The number of [retirement village] complaints successfully resolved in each financial year

Successful	2011/2012	2012/2013	2013/2014	2014/2015	2015/2016 YTD
	23	48	24	56	68