

### **Approach EHA Board Statement: Complaint Policy**

As Board of EHA we take the view resident's feedback and complaints are essential exercise to make EHA accountable and gives the board invaluable insight on how we treat our residents and improve our services to them. It is a principal view that all complaints if possible, should be avoided and EHA operational delivery and outcomes for residents should deter complaints. However, where that is not achieved and we have put forward robust Complaint Policy and Procedure with check balances that allows all complaints to be treated fairly, pro-actively and with a mindset of visible solutions for residents that can be measured. As a board we believe this is essential as such complaints contribute to the quality of outcomes for residents and makes EHA monitoring and evaluation process easier and effective for future delivery of services.

### **Approach EHA Early Resolution Approach to Complaint Handling:**

As outlined in EHA Complaint Policy we promote early intervention and resolutions throughout the cycle of the complaint from initial contact to managing agents to when such complaint arrives at EHA's desk. For EHA this pro-active outlined in the policy is already working because at the heart of this delivery is early resolutions for all that deliver satisfaction and outcomes for residents.

### **EHA Board Evaluation of Complaint Handling:**

At board level we encouraged that that the complaint policy and procedure is working well to meet the needs of the residents. The has seen evidence details of the complaints, the content of emails and communication sent to the residents. The board is also encouraged as starting point the EHA records and acknowledges complaint **within the three working days specified in the policy in writing or verbally.** In response to the above complaints the board also notes that EHA staff and management pro-actively met residents quickly at their property to effectively resolve the complaints before it escalates to other stages.

The board is satisfied that there is clear point of contact for customers or complaints submissions button outlined on the EHA website as we believe this is an opportunity to build trust and establish early relationship with residents. The board also notes the residents were contacted early and visible solutions were found to effectively address their complaints. As part of the response to the complaint the board notes that EHA's commitment to recognise the complaint, take responsibility for complaints, provide reasons for the failure and if appropriate stand ready to provide redress to the complaint has been noted well during these complaints, which has been evaluated by the board.

### **Areas of Improvement for EHA: Inter-Agency Approach**

While we believe the current set of standards in practice and attitudes to handling complaints are robust and responsive from EHA, the board acknowledges and evaluates the above complaints assessed can be complex complaints as they require partnership working with other partnership that provide services on behalf of EHA. We there recommend EHA must adopt inter-agency approach led process to handling complaints. The nature of the work by provided by EHA means there are other entities involved that delivered services on behalf of EHA. However, as part of our oversight role the board believes that EHA is the sole entity responsible for residents, which means our approach to other agencies providing service to residents must be supervised well and internal process or procedures must be aligned with EHA Complaint Policy and Procedure to streamline effective response to the tenants. This approach will require inter-agency approach and communication that help resolve complex complaints in nature - and at the heart of this partnership should be the residents and commitment to early visible resolutions to resident's complaints as demonstrated already.

#### **Approach EHA Board's Role:**

While these complaints have not been escalated to board level, the takes its responsibility very serious to provide oversight and independent judgements. This vital role plays much needed scrutiny to EHA complaint's policy and procedures, providing a layer of accountability to make sure EHA is meetings its standards and obligations to resident. The board stands ready to respond such challenge whenever it arises with EHA.

#### **Approach EHA Board Conclusions:**

The board is satisfied the complaint policy and procedures is working well, showing commitment to residents and visible solutions for all. This requires a continuation of positive culture and approach to handling complaints as they arise. The nature EHA residents who are in supported housing mean they require urgent, sensitive and direct resolutions that is tailored to their needs and vulnerabilities. The board is encouraged EHA staff and management are meeting residents at their home to address concerns and complaints. However, we feel regular oversight and communication should established with other agencies to align processes and responses to further our collective goal of early resolution approach and attitude to complaint from customers.