



EHA Board Statement in response to the Annual Complaints and Service Improvement Report

EHA specialises in providing housing for adults with disabilities enabling them to live within their community independently and the Board recognises the importance of getting services right, and how the organisation can effectively work with tenants and their representatives at all times to ensure a fair and accessible complaints process. The Board is assured by the compliant self-assessment submitted to the Housing Ombudsman Service and in having had no engagement with the Ombudsman in respect of complaints received.

The Board supports the continued focus on improving and shaping services which has taken place over the last 12 months, through focused work listening to and learning from tenants, making sure that where we get it wrong, we have an accessible and robust complaints process for tenants, that our record keeping, and data quality is effective and that all colleagues are delivering services in line with EHA values.

We recognise that whilst we have received a relatively small number of complaints during 24/25, with all having met response timescales and one escalated to Stage 2 in April 2025, we must and will continue to learn from those complaints we receive, avoid complacency and ensure we are confident that accessibility is not a barrier to making a complaint for our tenants.

We will continue to fill data gaps about our tenants through the All About You' tenant census, we will introduce transactional surveys covering new service areas and expand our tenant engagement and continue to use the learning we gain from this feedback to improve our services to tenants. Complaints and learning from these will remain a focus during 2025/26, we will provide refresher training for all colleagues to build on embedding a positive complaint handling culture across the organisation.

The Board will continue to receive assurance around effective complaint handling, tenant feedback and learning through quarterly reporting.

A handwritten signature in black ink, appearing to read 'Mark Dunford', written in a cursive style.

Mark Dunford Chair of Board

June 2025