

Board Statement in respect of Complaints Self-Assessment May 2025

EPIC must ensure its approach to handling complaints is simple, accessible and publicised.

EPIC must provide accessible information to tenants about:

- How tenants can make a complaint about their registered provider;
- The registered provider's complaints policy and complaints handling process;
- What tenants can do if they are dissatisfied with the outcome of a complaint or how a complaint was handled; and
- The type of complaints received and how they have learnt from complaints to
- Continuously improve services.

At its meeting on the 29 May 2025 the Board of EPIC confirmed that the organisations approach to handling customer complaints is robust and meets the requirements set out in the Housing Ombudsman's Complaint Handling Code. A revised version of the Complaints Policy was also approved at the meeting by the Board and has been uploaded to the website.

The Board is assured that the self-assessment against the Complaint Handling Code is a true reflection of EPIC's Complaints Handling and notes that the Board Member Responsible for Complaints, Rob Emery, has reviewed all the evidence showing how EPIC meets each element. The Board noted the ongoing improvements as part of the self-assessment against the Complaint Handling Code, including improvements to IT systems and processes and the website. This was welcomed by the Board as the resulting impact on tenants' experience would be positive.

The Annual Report to Tenants for 2024/25 will include an update on Complaints for 2024/25. The self-assessment against the Complaint Handling Code has also been uploaded to the website together with a summary of complaints during 2024/25 and service improvement action plan.