

# Office of the Ombuds

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IMPROVING ACCESS TO  
EQUITABLE, CLIENT-  
CENTERED, AND QUALITY  
SERVICES



# The Ombuds Office Responsibilities

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Promote public confidence in the RHA's ability to serve people experiencing homelessness



Collect data and gather feedback to improve operations and outcomes



Ensure ease of contact for people using services



Resolve concerns




Investigate complaints




Issue Reports




Report independently to the implementation board twice a year

 History

 Purpose

 Standards of Practice


 Jurisdiction, Scope of Services, and Core Functions of the Office

 Safety from Retribution or Retaliation for using the Ombuds Office

 Reporting

 Appointment and Removal from Office

 Conflict of Interest

 Amendment and Revocation of Charter

# Ombuds Office Charter

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# Contact the Ombuds

Email: [ombuds@kcrha.org](mailto:ombuds@kcrha.org)

Visit: <https://kcrha.org/resources/ombuds/>

