

# The External Complaints Program

Offices of Resolution Management & Diversity and Inclusion Remember the "R"



**Mission:** Resolve Conflict, Eliminate Barriers, and Make Our Customers Whole.

**Vision:** Protect and Promote Civil Rights and Fair Treatment of Others



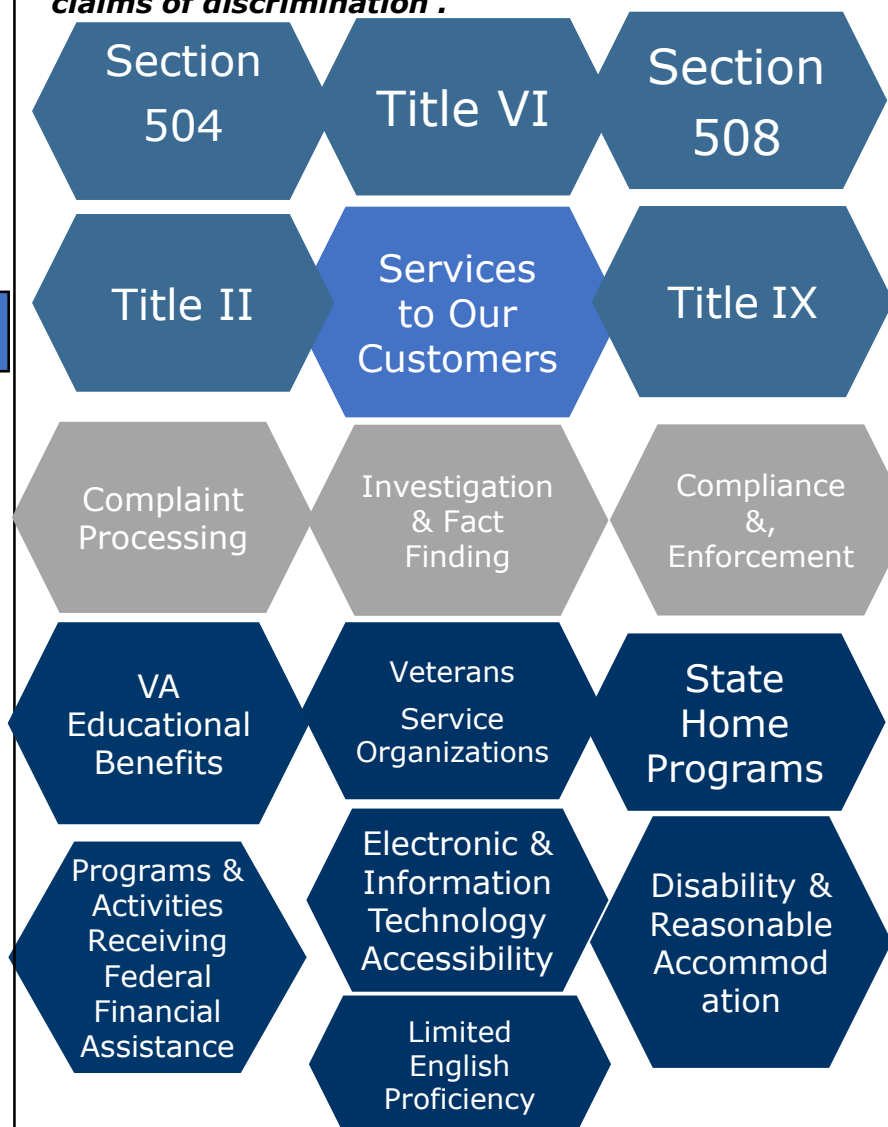
## Our Value to VA

**We break down barriers at VA and assist individuals when they've been discriminated against.**

- Create a well managed External Complaints Program with uniform standards in place across all VA facilities
- Create greater enterprise outreach of External Complaints Program and ensure wide spread promotion, awareness, access, & compliance
- Resolve conflict at the lowest level, but utilize best practices as often to prevent it

## Our Services

**Under Title VI and other legal provisions governing some of the following subject areas, we offer a range of services for responding to individuals' claims of discrimination .**



## Our Partnerships

**We partner with groups internal and external to VA to fulfill our mission**

- The External Complaints Program (ECP) Workgroup (VHA, VBA, NCA)
- ORM Staff Offices and the R.E.A.C.H. Initiative & Intake Hotline
- Inter Agency partnerships with Department of Justice (DOJ-Civil Rights Division) Department of Education, and The White House Initiative Crisis Hotline

How our success is measured

**We strive for 100% success across the six standard measurements of government EEO programs.**

- Integration of ECP into the Agency's Strategic Mission
- Demonstrated Commitment from Agency Leadership
- Proactive Prevention of Unlawful Discrimination
- Management and Program Accountability
- Efficiency
- Responsiveness and Legal Compliance

# The path forward

Offices of Resolution Management and Diversity and Inclusion. Remember the "R"

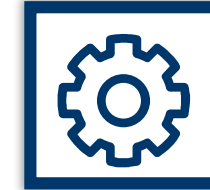
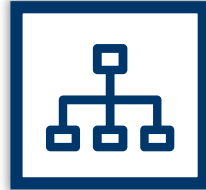
VA



U.S. Department of Veterans Affairs

*Creating a Well Managed and Efficient External Complaints Program for VA Customers.*

*We want to modernize using leading practices and are focusing on four key verticals.*



## Become a Model Program

### ***Bringing like services together that can serve as a model for government***

- Create inclusive and collaborative efforts across ORM, ODI, VACO, VHA, VBA, and NCA
- Deliver continuity across EEO, External, and diversity services
- Reduce duplicative functions across organizations

## Align the organization to optimize service

### ***Delivering the highest value programs***

- Use "zero-based" budget reviews so outputs from allocated budget consistently make an impact
- Align resources to high-demand, high-significance programs
- Remove any barriers hindering front-line employees from delivering results

## Revitalize customer intake and triage

### ***Putting our Veterans first, improving their experience***

- Provide the best combination of good and responsive customer service and easy access to information relating to the External Complaint Program.
- Bring leading best practices from across the public and private sector to VA
- Seek resolution at earliest opportunity and continuously throughout the External Complaint process

## Acquire next generation agile technology

### ***Implementing technology solutions to enable data-informed decision making***

- Leverage forward-thinking technology and eliminate recurring technology buys.
- Build agile systems that can adapt and change as needed [VA External Complaint Website, & ORM Share Point].
- Create a more efficient and user friendly database to track data relating to complaint processing activity.

*Focused on the evolving needs of today and sustainable opportunities of the future.*

