Governing Body Response to Housing Ombudsman's Code Self-Assessment

As a small provider operating in a specialised field, we are satisfied as a Board that Chrysalis Supported Association Limited is committed to providing a transparent and effective complaint handling service.

The self-assessment has been scrutinised and is evidently an accurate reflection of the current position. We are confident that the improvement plan covers all areas that have been identified as 'partially' or 'non-compliant' and that appropriate improvements have been listed in order to address any failings.

The following revised documents and support tools will ensure that Chrysalis Supported Association Limited strives for improvement and compliance and that ongoing monitoring and scrutiny are embedded across the organisation.

- Complaints Handling Policy
- Complaints Register
- Complaint Handling Form
- Complaint Handling Review Meetings
- Regular Complaint Handling Training

Signature: _____
Rino Ferrigno (Jun 27, 2024 17:06 GMT+2)

Email: rinoferrigno@chrysalishousing.co.uk

Rino Ferrigno - **Non-Executive Director and relevant member for complaints reviews**

Chrysalis Governing Body Response to Self-Assessment 2023-24

Final Audit Report   2024-06-27

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