

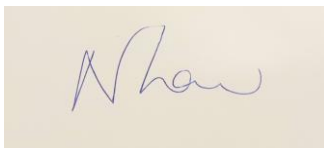
## Governing Body Response to Housing Ombudsman's Code Self-Assessment

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 identifies appropriate improvements in order to improve the service Chrysalis provides.

The following 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
- Complaint Handling and Service Improvement Report



**Nora Law** - Non-Executive Director and relevant member for complaints reviews