

**Zebra Housing Association  
Annual complaints performance and service  
improvement report  
April 2023-March 2024**



**a. Annual self-assessment against this Code**

Our annual self-assessment to ensure our complaint handling policy remains in line with its requirements has been carried out and is published on our website. We are fully compliant.

**b. Qualitative and quantitative analysis of Zebra's complaint handling performance**

We have received no formal complaints during the year.

**c. Any findings of non-compliance with this Code by the Ombudsman;**

There were no findings of non-compliance with this Code by the Ombudsman.

**d. the service improvements made as a result of the learning from complaints;**

We have received no formal complaints during the year.

**e. any annual report about the landlord's performance from the Ombudsman;**

We received no annual report about the landlord's performance from the Ombudsman.

**f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.**

We received no other reports from the Ombudsman.