



Complaints - Board Response

Zebra's Board met and reviewed the Housing Association's Self-Assessment of Compliance with Housing Ombudsman's Complaints Code 2024. The Board also reviewed the annual complaints performance and service improvement report.

The report showed that Zebra received no complaints during the year. The Board was assured by the Head of Housing Services that this report is a true reflection of our complaint handling and that this report is a reasonable reflection of our position, as well as a demonstration of our commitment of putting residents' needs and high service delivery at the core of what we do.

In reviewing these documents, we are assured that the self-assessment determines that Zebra is compliant with the Housing Ombudsman's Complaint Handling Code and that any complaints received from our residents will be dealt with in accordance with this. We have reviewed the complaints policy, published on the Zebra website, to ensure we are compliant with the Code and we are satisfied that there are relevant processes and procedures in place to ensure complaints from our residents will be dealt with appropriately and fairly.

Furthermore, our Annual Complaints and Service Improvement Report 23/24 demonstrates that during this period although we had no complaints, if we had received any we would have responded within the Housing Ombudsman's Complaint Handling Code and that service improvements would have been made following investigation and based on resident feedback.

As a provider of student housing with over 100 units (and zero units of social housing or any other tenures), the lack of complaints that were recorded during 23/24 reflects our positive relationship with our residents but makes it difficult to identify any underlying trends or areas of dissatisfaction. However, we continue to learn from all feedback, such as our annual survey, to improve our performance and service delivery.

Further information

If you would like more information on our complaints processes, please see the Zebra website.

Rebecca Coxhead

Co-Chair of Board

7th November 2024