

## PROCEDURE ON COMPLAINTS HANDLING

1. Any person who wishes to present a complaint to the Bureau regarding any service issue or practice by an Officer of the Bureau may channel their complaints via any of the Bureau's official communication channels. **(Telephone, email, social media, hardcopy correspondences to any KNBS office countrywide.)**
2. Any Bureau officer receiving a complaint whether oral or written shall record the details in the **Departmental Complaints Register**.
3. If the complaint is simple, the receiving officer shall resolve the complaint immediately and update the register.
4. If the complaint is moderate or major it shall be escalated to the immediate supervisor for further investigations and resolution, as per the Bureau's **Service Delivery Charter** and the Complaint Register updated in hard copy or soft copy as necessary. Customers should always refer to **KNBS Service Delivery Charter** for guidance on service delivery.
5. If the complaint is not resolved within 7days, it shall be forwarded to the Bureau's **Public Complaints Handling Committee** for further investigation and action.
6. The Chairperson of the Committee shall communicate the resolution to the complainant. If the complainant is not satisfied, he/she shall forward the case in writing to the Director General (DG) for further action as necessary and records updated.
7. All Heads of Departments shall forward their respective Departmental complaint registers to the Committee through the Chairperson for quarterly analysis.
8. The Committee reviews the complaints registers on quarterly basis and provides recommendations. Details for reporting include the following:

<b>Date the complaint was received</b>	<b>Root cause</b>
<b>Complaint channel</b>	<b>Corrective action taken to resolve the complaint</b>
<b>Name of the complainant</b>	<b>Status - this should state if the complaint is: resolved; on-going; new; or pending from previous quarter</b>
<b>Complaint issue</b>	
<b>Action taken</b>	

9. The **Head of Corporate Communications** prepares quarterly reports by 15th of the subsequent month following the end of the quarter after which the report is submitted to Commission on Administrative Justice (CAJ).

**Information provided is treated in a confidence and will only be used by the Bureau in an authorized manner. The Bureau may pass on the details of complaints to other government agencies where appropriate for further action/investigation.**