

## KVDA PUBLIC COMPLAINTS HANDLING PROCEDURE

Complainant registers Complaint through phone, writing, email, website or personal visit and the complaint is recorded in the register/form.

Acknowledgement of reception of the filled complaint form shall be made to the complainant immediately or within three (3) calendar days from day of reception;

The complaint shall be assessed whether the complaint is to be resolved at the front line or taken through an investigation for compliance with the Commission on Administrative Justice mandate within five (5) calendar days from day of reception;

### Stage 1- FRONTLINE RESOLUTION

- Public complaints desk officer immediately resolves the complaint and to the customers Satisfaction
- If the complainant is satisfied with the decision and the way complaint has been resolved. The complaint is closed and recorded.

**If Not**

### Stage 2 - INVESTIGATION

- The public complaints desk officer forwards the complaint to the public complaints committee for investigation.
- If the complaint is within the mandate, the Public Complaint Committee shall acknowledge receipt within 1 working day and commence inquiries and advise the complainant as per the findings as follows:
  - a) Within ten (10) calendar days from the date the complaint is received for front-line complaints handling;
  - b) For complaints requiring investigations, the respondent shall be provided with supporting documents presented by the complainant for his/her comments within fourteen (14) calendar days from the day the complaint is received and,
  - c) If a response is not received from the respondent after fourteen (14) calendar days, the Public Complaints Committee shall proceed to determine the complaint in the absence of the comments from the respondent;
    - If the complaint is NOT with the Public Complaints Committee mandate, the complainant shall be advised to address the complaint to the appropriate agency;
    - If the complainant is dissatisfied with the resolution given by the Public Complaint Committee, then he/she/it shall be advised to lodge their issue with the Commission on Administrative Justice for redress;
    - When the complaint is concluded, the complainant shall be requested to fill in the customer satisfaction feedback form, on how his/her complaint was handled by the Public Complaint Committee.

### CONTACTS:

**Kerio Valley Development Authority**

**P.O. Box 2660-30100, Eldoret**

**KVDA PLAZA 14<sup>th</sup> Floor, Corporate Communication office door 1411**

Or [complaintsdesk@kvda.go.ke](mailto:complaintsdesk@kvda.go.ke) [info@kvda.go.ke](mailto:info@kvda.go.ke) Telephone: 0202-100094