



PROCEDURE ON COMPLAINTS HANDLING

STEP 1: Any KNEST officer receiving a complaint/compliment whether oral or written shall record the details in the departmental complaints register.

STEP 2: If the complaint is simple, the receiving officer shall resolve the complaint immediately and update the register.

STEP 3: If the complaint is moderate or major it shall be escalated to the immediate supervisor for further investigations and resolution, as per the Trust's Service Charter and the complaint register updated in hard copy or soft copy as necessary. If the complaint is not resolved it shall be forwarded to the Deputy Director, Corporate Communications for further investigation and action.

STEP 4: The Complaints Handling Officer shall communicate the action to the complainant and update records. If the complainant is not satisfied the Deputy Director, Corporate Communications shall forward the case to the CEO for further action as necessary and records updated.

STEP 5: All Heads of Departments/Managers shall forward the complaint registers to the Deputy Director, Corporate Communications on a quarterly basis for analysis.

STEP 6: The DDCC shall collate all the complaints and compliments and forward them to the Complaints Handling Committee on or before the quarterly meetings.

STEP 7: The Complaints Handling Committee shall be expected to prepare a report including the following details as per the CAJ complaints handling reporting template:

- i. Date the complaint was received
- ii. Complaint channel
- iii. Name of the complainant
- iv. Complaint issue
- v. Action taken
- vi. Root cause
- vii. Corrective action taken to resolve the complaint
- viii. Status - this should state if the complaint is:
 - a. Resolved
 - b. On-going
 - c. New
- ix. Pending complaints from previous quarter (resolved, ongoing)

STEP 8: If the CEO is the subject of the complaint, the complaint shall be forwarded to the Board Chairman for further action

STEP 9: If any of the Board members is the subject of the complaint, the complaint shall be forwarded to the Principal Secretary or the Cabinet Secretary The National Treasury and Planning for further action.