



COUNTY GOVERNMENT OF NAROK
MUNICIPALITY OF NAROK
P.O BOX 898-20500 NAROK
GRIEVANCE HANDLING PROCESS

1 Grievance Handling Process

This is a systematic approach through which grievances are lodged, received, documented, assessed and resolved in a step-wise procedure. These steps are:

a) **Lodging of Complaints:** A complaint can be lodged in an individual's own name or on behalf of another person. A group, organization, or institution can also lodge a complaint at Narok Municipality grievance reporting desks.

Ways of lodging a complaint include:

- In-person (persons with disabilities will be assisted to lodge the complaints)
- Complaints on behalf of persons unable to lodge complaints
- Telephone
- In writing
- Text messages
- Social media

Anonymous complaints: anyone who do not wish to have their identity known can lodged a complaint and Such complaints will be treated as a complaint to the municipality and should be addressed without seeking to know the complainant.

Municipality of Narok shall not charge any fee for lodging /receiving and determination of complaints unless expressly permitted to do so by law.

Grievance reporting template

| Date of Complaint | Name of complainant | Channel of complaint | Summary of complaint | Action taken to resolve | Responsible person | Current status |
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c. **Receipt and acknowledgment of complaints:** Upon receipt of a complaint, the complaint shall have a reference number, which should be made known to the complainant for tracking purposes.

d. **Documentation of the complaint:** For every complaint received, a record comprising of the following particulars shall be made: name, address, contacts, next of kin, age, gender, county, reference number of relevant file or matter (if any), the nature of the complaint (what, who, when, where, etc.), parties involved, relevant dates and action taken.

All documents relating to complaints shall be kept in safe custody and a record of the chain of custody shall be maintained. Complaints records shall be maintained for at least six years as required by law.

e) **Assessing the complaint:** An initial assessment of the nature and gravity of the complaint shall be made by the receiving or front office officer to allow for categorization into minor, moderate, and major. Then by followed by prioritization of simple, easy-to-resolve complaints with complex time-consuming ones. It also allows an effective allocation of complaints to the most relevant officers, leading to faster processing and resolution of the matter. Complaints should also be assessed for admissibility. Admissibility refers to the fact of being considered satisfactory in law. This involves the review of complaints to determine whether they are within the mandate

(functions, conduct, services) of the county. Other factors that may be considered to determine admissibility would be: whether a complaint is already being handled by another competent institution, e.g. the courts;

f) **Action:** When the process for determining admissibility is completed, a file will be allocated to an action officer or referred to the relevant body or institution if not within the functions of the county. An inquiry into the complaint will then be conducted to verify the facts and other details of the complaint before action is taken. At this stage, the respondent will be contacted to give a response to the lodged complaint.

g) **Investigation:** an investigation will be carried out with proper planning, a clear indication of the time and resources required. The planning will be clearly indicating what is to be investigated, what evidence will be gathered, who is to be interviewed, documents to be recovered, the expectations of the complainant, and also whether the complaint has special considerations to be considered — issues such as the security of the complaint, confidentiality, or available evidence that should be dealt with at the planning stage. The investigation shall be for the purposes of establishing the facts and exploring options for resolution. The investigation itself shall be carried out in an impartial manner. Confidentiality shall be maintained and great care taken to ensure that the complainant's privacy is protected and their safety is not endangered through exposure of his or her identity.

h) **Review/authentication of evidence:** Both the complainant and respondent will be treated fairly and given the chance to advance/respond to claims/allegations and/or produce any relevant evidence. The parties shall be given adequate opportunity to be heard before the designated complaints officer. Parties may object to the hearing of their complaints by officer/s that they suspect may be biased against them. All matters shall be handled in a manner that complies with the Constitution and the laws of Kenya.

i) **Responding to/resolving the complaint:** Resolving the complaint involves addressing the issue(s) complained about and offering the best possible remedy in the circumstances. The complaint will be handled in an impartial and objective manner. An officer who has any interest in the matter shall disqualify themselves from handling the case. Complex matters may involve mediation, negotiation or conciliation. The complaints handling officer should have an open mind and examine the evidence objectively.

The remedies for addressing the complaints will be clearly set out and the parties should all be aware of the possible solutions. The complaints handling officers will be empowered to provide the remedies at the appropriate levels, i.e. front office.

The complainant shall be informed of the decision reached and reasons should be given for the decision by the complaints officer. Any decision reached should be communicated within 30 days.

j) **Closing the file:** Once a decision is arrived at, it shall be communicated to the complainant the respondent, and other interested parties. The complaints database shall be updated to reflect the decisions made.

k) **Appeal Process:** The complaints mechanism will have an appeal or review provision for those who are dissatisfied with the decision of the complaints officer of the first instance. The appeal or review process shall be simple and fast. The action officers will document what they consider to be the root cause of the complaint as a way of preserving knowledge.

The Customer Service Charter will have a segment on grievance redress where the rights and responsibilities of customers and the procedure to follow