

## COMPLAINT HANDLING PROCEDURE

### 1.0 PURPOSE

This procedure provides guidelines on how to handle external complaints received at the Agency.

NB: *Complaints raised internally will be handled as per the Agency's Human Resource Manual.*

### 2.0 SCOPE

This procedure shall apply to handling of external complaints related to the KenTrade and its mandate.

### 3.0 TERMS AND DEFINITIONS

A complaint is defined as any oral or written expression of dissatisfaction, whether justified or not, from or on behalf of an eligible complainant about the organization's provision of, or failure to provide, a service.

### 4.0 METHOD

Complaints will be received and recorded at the complaints handling desks or through the Customer Relationship Management (CRM) System. Complaints can also be received via a dedicated email address: [complaints@kentrade.go.ke](mailto:complaints@kentrade.go.ke), telephone lines Nos. + 254 20 4965000/ + 254 709 950 000.

Written complaints can also be sent directly to the Chief Executive Officer (CEO) or Chairman. Complaints sent to the CEO will be sent to the Complaints Handling Officers by the CEO while the complaints sent to the Chairman will be sent to the complaint desk through the CEO.

- 4.1 Customer Service Officers or Complaint Handling Officers shall acknowledge the receipt of the complaint within 24 hours if the complainant has provided contact address (Complaints are also recorded in the Customer Relationship Management (CRM) System)
- 4.2 Customer Service Officers or Complaint Handling Officers shall review the complaints to determine the relevance of the complaint to the mandate of the KenTrade. Major complaints will be brought to the CEO's attention for advice. If the complaint can be handled at departmental level, it will be forwarded to the relevant Head of Department. The Customer Service Officers/Complaint Handling Officer will follow up on action taken and inform the complainant of the outcome (if necessary).
- 4.3 A record of the complaint and action taken is kept in the complaints file or recorded in the Customer Relationship Management (CRM) as necessary

### 5.0 REPORTING MECHANISMS

The Complaint Handling Officers will prepare a report and submit to the Commission on Administrative Justice (Office of the Ombudsman) on a quarterly basis using the prescribed forms from CAJ. The feedback from CAJ will be shared internally or externally as necessary.