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**COMPLAINT HANDLING PROCEDURE AT KENTRADE**

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**1.0 PURPOSE**

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

**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 are received and recorded at the complaints handling desk.

**Note:** Complaints can also be received via a dedicated email address: [complaints@kentrade.go.ke](mailto:complaints@kentrade.go.ke) or telephone lines Nos. + 254 20 4965000/ + 254 709 950 000 /+254 730 150 000. 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 relevant Complaints Handling Officers (CHO) by the CEO while the complaints sent to the Chairman will be sent to the Complaint Handling Officers through the CEO.

- 4.1 CHO shall acknowledge the receipt of the complaint within 24hours if the complainant has provided contact address.
- 4.2 CHO shall review the complaints to determine the relevance of the complaint to the mandate of the KenTrade. If it's a major complaint, CHO will bring it to CEO's attention for further direction. If the complaint can be handled at departmental level, then CHO will forward the complaint to the relevant Head of Department.
- 4.3 The CHO will follow up with the relevant officer on action taken, and inform the complainant of the outcome (if necessary).
- 4.4 A record of the complaint and action taken is kept in the complaints file.

5.0 The CHO 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 and to the CEO for information.

  
Amos Wangora

Chief Executive Officer