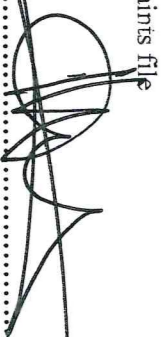


COMPLAINTS AND COMPLIMENTS HANDLING PROCEDURE

- 1.1 **Purpose**
To ensure timely management of complaints and action on compliments.
- 1.2 **Scope**
Applies to management of all complaints and compliments at NIB.
- 1.3 **Reference**
 - i). Commission on Administrative Justice (CAJ) guidelines.
 - ii). The constitution of Kenya (2010).
 - iii). NIB Citizens Service Delivery charter.
- 1.4 **Terms and Definitions**
 - i). NIB - National Irrigation Board.
 - ii). CAJ - Commission on Administrative Justice.
 - iii). GM/ CEO – General Manager/ Chief Executive Officer.
 - iv). Complaint - is any oral or written expression of dissatisfaction, whether justified or not, from or on behalf of an eligible complainant about the Board's provision of, or failure to provide a service.
 - v). Compliment – an expression of praise or admiration relating the Board's service delivery.
- 1.5 **Principal Responsibility**
The Head of Corporate Communication shall ensure adherence to this procedure.
- 2.0 **STEPS**
- 2.1 **Receipt**
Complaints/ Compliments shall be received and recorded at the complaints/ compliments handling desk/ office.
- 2.2 The Complaints/ Compliments Handling Officers shall acknowledge receipt of the complaint/ compliments within 2 days.
- 2.3 **Assessment**
The Complaints/ Compliments Handling Officers review the complaints/ compliments to determine relevance of the complaint to the mandate of the Board.
- 2.4 **Assigning complaint to relevant officer**
 - 2.4.1 The Complaints/ Compliments Handling Officers shall submit the complaint / compliment to GM/ CEO/ Scheme Manager/ Officer in Charge/ Project Manager for assignment to an officer for action .
 - 2.4.2 For Compliment, the concerned officer / department shall be informed and, as necessary, appropriate incentive given.
- 2.5 **Investigations/Verification**
For complaints the action officer shall investigate in order to reach a fair and independent view on the complaint raised by the complainant and provide an appropriate remedy within thirty (30) working days.
- 2.6 **Response**
Once investigation is complete, a response shall be given to the complainant within two (2) working days.
- 2.7 **Follow-up:**
Complainants are offered an opportunity to seek review of how their complaint was handled and resolved. In case they are not satisfied with the findings, they are further advised to seek redress to other relevant Government commissions, agencies and institutions.
- 2.8 **Reporting/Recording**
A record of the Complaint and action taken shall be filed in the complaints file and report of the same submitted to CAJ at the end of every quarter using the prescribed format.
- 3.0 **RECORDS TO DEMONSTRATE EFFECTIVENESS**
 - i). Complaints register
 - ii). Compliments register
 - iii). Access to information register
 - iv). Complaints file

SIGNED: 

MR. GITONGA MUGAMBI
GENERAL MANAGER/CEO

DATE: 02/07/2018