	KENYA NUCLEAR ELECTRICITY BOARD	
	Document: PROCEDURE MANUAL	
	Title: PROCEDURE FOR COMPLAINTS HANDLING	Ref. no.: PM/LR/04
		Date:
	Prepared by: DIRECTOR, LEGAL	Issue no.: 01
	Revision: 00	
Approved by: Chief Executive Officer		

1.1. PROCEDURE FOR COMPLAINTS HANDLING REF.NO.:PM/LR/04

1.0 SCOPE

From receipt of complaints by external customers concerning inadequate service delivery by KNEB to communication of the resolution to the complainant.

2.0 PURPOSE

To provide guidance on the effective resolution of complaints concerning service delivery by KNEB.

3.0 OBJECTIVES

3.1 To ensure that external complaints relating to service delivery at KNEB are appropriately resolved.


4.0 REFERENCES

- 4.1 Performance contracting guidelines
- 4.2 CAJ guidelines

5.0 DEFINITIONS

- 5.1 CAJ Commission on Administrative Justice
- 5.2 CH&MC Complaints Handling & Management Committee
- 5.3 CHO Complaints Handling Officer
- 5.4 CP Chairperson
- 5.5 DL Director, Legal
- 5.6 EC/CEO Executive Chairman & CEO
- 5.7 KNEB Kenya Nuclear Electricity Board


6.0 RESPONSIBILITY

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The DL shall be responsible for the implementation and maintenance of this procedure.

7.0 DETAILS OF THE PROCEDURE

- 7.1 Upon receipt of a complaint, the Complaints Handling Officer (CHO) designated by the CH&MC shall immediately record the complaint in the complaints handling register (KNEB/R/LR/04/01).
- 7.2 The CHO shall acknowledge receipt of the complaint in writing to the complainant within 2 working days of receipt of the complaint.
- 7.3 The CHO shall forward a report in writing to the chairperson (CP) of the CH&MC on the nature of the complaint within 3 working days of acknowledging receipt of the complaint.
- 7.4 Upon receipt of the report from the CHO, the CP shall make arrangements for the CH&MC to meet and consider the complaint within 3 working days from the date of receipt of the report.
- 7.5 If the CH&MC considers that the complaint has no merit, it shall dismiss it and inform the DL/EC&CEO of the reasons for its decision within 2 working days.
- 7.6 If the CH&MC considers that the complaint has merit, it shall investigate the complaint and write a report making recommendations within 7 working days and present it to the DL/EC&CEO for approval.
- 7.7 The CP shall thereafter notify the complainant in writing of the decision made by the CH&MC.
- 7.8 The assigned CHO shall submit a report to the CH&MC on the progress of implementing the decision within 1 month of informing the complainant.
- 7.9 If the complainant is satisfied that the decision has been effectively implemented, the CH&MC shall deem the complaint resolved and inform the DL/EC&CEO.
- 7.10 If the complainant is not satisfied that the complaint has been successfully resolved, the CH&MC shall inform him/her of his right to seek redress from the CAJ or any other relevant agency.

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7.11 The CH&MC shall compile a report of all the complaints handled by it on a quarterly basis for submission to the CAJ.

8.0 RECORDS/REPORTS

8.1 Complaints handling register (KNEB/R/LR/04/01)

8.2 Letters of appointment of the CH&MC members

8.3 Quarterly reports to the CAJ