



1. Complaints Resolutions Service Process

1.1. Introduction

The purpose of the service process is to guide in the handling and management of complaints received by the Agency. The Director Strategy and Planning is the process owner and is responsible for its implementation and monitoring.

1.2. Service Process

| Step | Activity | No. Of Days | Actor |
|------|---|-------------|--|
| 1. | Submit complaint in writing to the Agency via the <i>website online form</i> , ,E-mail and Letter. | 0 | Complainant/Customer |
| 2. | Acknowledge receipt of the complaint filed against the Agency. | 1 | Complaints Handling Officer |
| 3. | The complaint shall be assessed for admissibility, the Agency’s mandate to remedy it , complexity and whether it requires investigation and prepare a response of the decision. | 2 | Complaints Handling Officer |
| 4. | If another institution is better positioned to remedy the complaint, it shall be submitted to concerned institution the complainant shall be responded to and advised of this by E-mail and Letter. | 7 | Chief Executive Officer |
| 5. | If the complaint is simple recommended resolution action shall be identified and taken by the <i>respondent department</i> and a response submitted to the complainant by E-mail and Letter. | 7 | Head of Department (i.e. of respondent department) |
| 6. | If the complaint is complex and requires investigation shall be investigated and an investigation report provided that establishes the facts and recommends resolution action options. | 14 | Director Internal Audit |
| 7. | For investigated complaints, the resolution action shall be implemented. | 14 | Head of Department (i.e. of respondent department) |
| 8. | If the complaint is complex but does not requires investigation it shall be forwarded to the respondent department to verify the | 14 | Head of Department (i.e. of respondent department) |

| Step | Activity | No. Of Days | Actor |
|-------------|---|--------------------|-----------------------------|
| | facts, implement the resolution action and provide a resolution report. | | |
| 9. | For complex complaints the SSAC shall convene to consider the Investigation/Resolution Report and make decision and prepare a response. | 1 | Complaints Handling Officer |
| 10. | The decision and resolution action shall be communicated to the complainant, respondent department and other interested parties in writing by E-mail and Letter. | 5 | Chief Executive Officer |
| 11. | Complaints Database shall be updated with the details of the complaint, resolution action and progress of its implementation and a quarterly report submitted to the CAJ. | 1 | Complaints Handling Officer |
| 12. | Sensitise the Management and Staff on the Complaints handling Mechanisms once a year. | 1 | Complaints Handling Officer |
| | Path Service Turn-Around-Time | 35 Days | |