



## Complaint Handling Procedure

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### 1.0 PURPOSE

This procedure provides guidelines on how to handle complaints received from our customers/stakeholders at the Agency.

### 2.0 SCOPE

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

### 3.0 TERMS AND DEFINITIONS

A complaint is defined as any verbal 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 particular service.

### 4.0 METHOD

Complaints will be received and recorded for resolution through dedicated official channels which include; [complaints@kentrade.go.ke](mailto:complaints@kentrade.go.ke), [contactcentre@kentrade.go.ke](mailto:contactcentre@kentrade.go.ke), [info@kentrade.go.ke](mailto:info@kentrade.go.ke), Tel: +254 20 4965000/ + 254 709 950 000 or dropping of written complaints in the suggestion box situated at KenTrade, 1<sup>st</sup> Floor, Embankment Plaza, Longonot Road, Upperhill, Nairobi offices.

Written complaints can be sent directly to the Chief Executive Officer, KenTrade or The Board of Directors, Chairman. Complaints sent to the CEO will be sent to the Complaints Handling Officer by the CEO while complaints received by the Chairman will be sent to the complaint Handling Officer through the CEO.

- 4.1 Complaint Handling Officer (CHO) shall acknowledge receipt of the complaint within five (5) working days upon receipt of the letter
- 4.2 Complaint Handling Officer shall review the complaints to determine the relevance of the complaint to the mandate of KenTrade. If it's a major complaint, CHO will bring the complaint to CEO's attention for advice. If

the complaint can be handled at departmental level, then the CHO will forward the complaint to the relevant Head of Department for action.

- 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 Records of complaints received shall be kept in a repository (either physical file or electronic).
- 5.0 The Complaint Handling Committee will prepare a report and submit to the Commission on Administrative Justice (Office of the Ombudsman) on a quarterly basis using the prescribed format from CAJ and to the Chief Executive Officer for information.



David Ngarama

**Ag. Chief Executive Officer**