



**Ministry of Interior and National Administration
State Department for Internal Security and National
Administration
P. O. Box 30510-00100 GPO
NAIROBI**

COMPLAINT HANDLING PROCEDURE

Definition of a Complaint:

“A complaint is an expression of dissatisfaction or concern by the public, however made, about the conduct, standard of service, actions or lack of action by the State Department of Interior or its staff”

Examples of complaints would be where a customer considers that there has been:

- i. Failure to provide a service at the right time or to the standard expected of the Service.
- ii. Dissatisfaction in answering a query or responding to a request for a service.
- iii. Failure to follow the Service’s agreed policy, orders or procedures.
- iv. Failure to take proper account of relevant matters in coming to a decision. Discourteous or dishonest behavior by a member of staff.
- v. Harassment, bias or unfair discrimination.

A complaint will not be investigated under the following circumstances:

- i. Anonymous complaints that have no material facts or serious in nature ;
- ii. Cases where other rights and channels of appeal exist at that level of complaint reporting;
- iii. Routine requests for service UNLESS such request has been dealt with improperly or with undue delay;
- iv. Cases where an immediate response can be given.

Publicized Contact Details for Complaints:

- i. The address and contact details of the relevant offices to direct a complaint shall be availed to the public or pasted on the public notice board in all our offices

- ii. Written complaints may be sent to the Principal Secretary on the address provided above
- iii. Verbal complaints may be made by phone to 020 2227411 ext 181/248/418

Confidentiality

- Each complaint shall be handled with the confidentiality

Stage One

- Customers are encouraged to liaise with respective staff who will usually resolve matters. You can telephone, write a letter or call at their offices.

Stage Two

- i. If the complainant is not satisfied with the response, internal review of the decision shall be offered;
- ii. A complaint shall be assessed and assigned priority and if it requires investigations before a response is given, shall be acknowledged within 14 days and/or referred to the relevant agency;
- iii. If investigation is required, it shall be planned and executed within 21 days;
- iv. The investigation shall endeavor establish the factual issues and consider options for complaint resolution;
- v. The complainant shall be notified of the outcome of the investigation within 14 days; and,
- vi. Any systemic issues that are highlighted as a result of the complaint shall be acted upon.

Stage three

If a complainant is not satisfied with the response, the complainant is free to channel the complaint through the Commission on Administrative Justice for further necessary action.

All resolved complaints shall be marked as such and filed for future reference.

Review: These procedures will be reviewed regularly and updated as deemed necessary.