

NAKURU CITY BOARD

COMPLAINTS HANDLING PROCEDURE MANUAL

2024

APPROVAL

APPROVED BY: Nakuru City Board

CHAIRPERSON: _____ **DATE:** _____

CITY MANAGER: _____ **DATE:** _____

DEFINITIONS

For purposes of this Manual:

Complaint means an expression of dissatisfaction requiring a response, related to the actions, decisions, services, or conduct of Nakuru City Board.

Complainant means any individual or entity submitting a complaint.

Respondent means the staff member, department, contractor, or function that is the subject of a complaint.

Grievance Mechanism means the structured system established by the City for managing complaints from receipt to closure.

1. CITY'S GRM STATEMENT

Nakuru City Board is committed to providing accessible, fair, transparent, and timely mechanisms for receiving, handling, and resolving complaints from residents, service users, stakeholders, and the general public. Complaints shall be treated as a critical tool for accountability, service improvement, and enhancement of public trust in city governance.

2. LEGAL BASIS

This Manual is established pursuant to:

- a) The Constitution of Kenya, 2010, Articles 10, 47, 174 and 232;
- b) The Urban Areas and Cities Act, Cap. 275;
- c) The County Governments Act, Cap. 265;
- d) The Public Service (Values and Principles) Act, Cap. 185A;
- e) The Fair Administrative Action Act, Cap. 184;
- f) The Data Protection Act, 2019; and
- g) Any other applicable national laws, regulations, and policies.

3. PURPOSE OF THE MANUAL

The purpose of this Procedure Manual is to:

- a) Establish a standardized and institutionalized complaints handling framework for Nakuru City;
- b) Ensure compliance with constitutional principles of public participation, accountability, and fair administrative action;
- c) Provide clear procedures for the receipt, assessment, investigation, resolution, and reporting of complaints; and
- d) Promote continuous learning and improvement in service delivery.

4. SCOPE OF APPLICATION

This Manual applies to all complaints received by Nakuru City Board relating to:

- a) Service delivery and access to city services;
- b) Administrative or operational decisions;
- c) Conduct of staff, contractors, consultants, or agents;

- d) Procurement and contracting processes;
- e) Development projects and infrastructure implemented or overseen by the City.

The Manual applies to complaints submitted by residents, members of the public, staff, partners, contractors, suppliers, and other stakeholders.

5. GUIDING PRINCIPLES

Implementation of this Manual shall be guided by the following principles:

- a) Accessibility and simplicity;
- b) Fairness, impartiality, and independence;
- c) Confidentiality and data protection;
- d) Timeliness and predictability;
- e) Transparency and accountability;
- f) Protection from retaliation;
- g) Continuous learning and service improvement.

6. INSTITUTIONAL ARRANGEMENTS

6.1 City Manager

The City Manager shall:

- a) Provide overall oversight of complaints handling;
- b) Ensure institutional compliance with existing legal and policy instruments; and
- c) Report to the City Board on complaints trends and corrective actions.

6.2 Complaints Handling Unit

The Complaints Handling Unit shall:

- a) Receive, register, assess, investigate, and resolve complaints;
- b) Maintain a secure complaints register;
- c) Communicate outcomes to complainants; and
- d) Prepare periodic reports for management and the City Board.

6.3 Grievance Management Committee

The Grievance Management Committee shall:

- a) Handle complex, sensitive, or escalated complaints;
- b) Support mediation and dispute resolution;
- c) Advise management on corrective and preventive actions.

6.4 Staff and Service Providers

All staff and service providers shall cooperate fully with complaints investigations and uphold confidentiality and professionalism.

7. COMPLAINT SUBMISSION CHANNELS

Complaints may be submitted through:

Means	Channel
Email	nakurucitymanager@gmail.com
Telephone or toll-free line	020 2411440
Online complaints portal	https://nakuru.go.ke/contact-us/
Complaint box	At the entrance of Nakuru City Disaster and Rescue Center
In-person submissions; written correspondence	Office of the City Manager, 3rd Floor, Nakuru City Disaster and Rescue Center Mon – Fri: 8:00am – 5:00pm

Anonymous complaints shall be accepted where sufficient information is provided to allow assessment and action.

8. COMPLAINTS HANDLING PROCEDURE

Step 1: Receipt and Acknowledgement

All complaints shall be recorded within one (1) working day and acknowledged within two (2) working days of receipt.

Step 2: Assessment

Complaints shall be assessed to determine mandate, severity, urgency, risk level, and potential conflicts of interest.

Step 3: Investigation

Investigations shall be conducted fairly, objectively, and confidentially, with due regard to applicable laws and policies.

Sensitive complaints shall be handled in accordance with relevant government procedures and referred to competent authorities where required.

Step 4: Resolution

Resolution measures may include explanation, apology, corrective action, service improvement, mediation, or disciplinary action.

Step 5: Communication of Outcome

The outcome shall be communicated in writing within fourteen (14) to thirty (30) working days, depending on complexity.

Step 6: Review and Appeal

A complainant dissatisfied with the outcome may request a review within fourteen (14) days. The review decision shall be final within the City's internal mechanisms.

9. TIMEFRAMES

Action	Time-frame
Acknowledgement	two (2) working days
Investigation and response	fourteen (14) to thirty (30) working days
Review outcome	fourteen (14) working days

10. CONFIDENTIALITY AND DATA PROTECTION

All complaints shall be handled confidentially and in accordance with the Data Protection Act and government records management requirements.

11. PROTECTION FROM RETALIATION

No person shall suffer reprisal, victimization, or disadvantage for submitting a complaint in good faith.

12. CESSATION OF ENGAGEMENT

The City may cease further engagement where a complainant engages in abuse, harassment, or submits manifestly malicious complaints, provided such decisions are documented and communicated.

13. MONITORING, REPORTING, AND LEARNING

Complaints data shall be analyzed periodically to identify trends and inform service improvement, policy reform, and risk management.

14. PUBLIC AWARENESS

Nakuru City Board shall publicize this Manual and the complaints mechanism through public notices, digital platforms, community forums, and service delivery points.

15. COMMENCEMENT & REVIEW

This Procedure Manual shall take effect upon approval by the Nakuru City Board and reviewed bi-annually.

SCHEDULE I: COMPLAINTS INTAKE FORM

NAKURU CITY BOARD – COMPLAINTS INTAKE FORM

1. Complaint Reference No: _____
2. Date Received: _____
3. Mode of Submission (tick):
☐ Email ☐ Phone ☐ SMS ☐ Online ☐ In Person ☐ Written

A. Complainant Details (Optional)

4. Full Name: _____
5. ID / Organization (if any): _____
6. Phone Number: _____
7. Email Address: _____
8. Physical Address: _____
9. Do you wish to remain anonymous? ☐ Yes ☐ No

B. Complaint Details

10. Department / Service Concerned: _____
11. Description of Complaint (*attach additional pages if necessary*):

12. Date issue occurred: _____
13. Has this issue been reported before? ☐ Yes ☐ No
If yes, provide reference/details: _____

C. Supporting Information (Optional)

14. Attachments provided: ☐ Yes ☐ No

D. Declaration

I confirm that the information provided is accurate to the best of my knowledge.

Signature / Thumbprint: _____ Date: _____

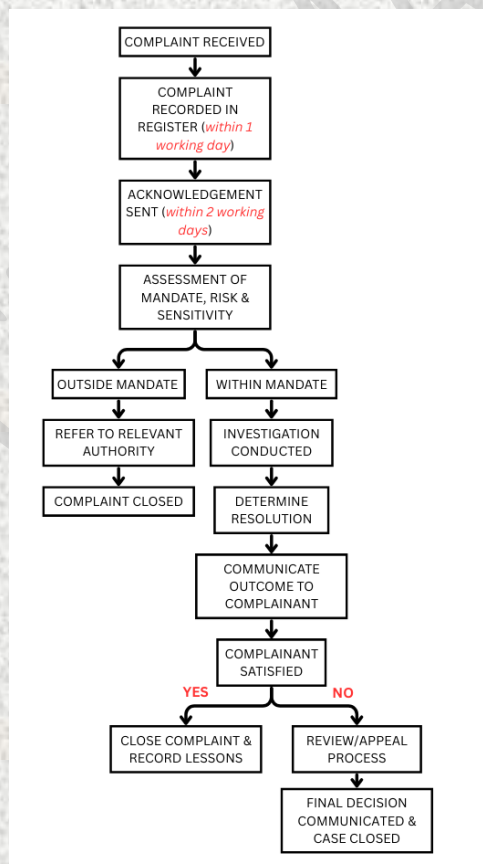
SCHEDULE II: COMPLAINTS REGISTER

NAKURU CITY BOARD – COMPLAINTS REGISTER

Ref No	Date Received	Complainant (or Anonymous)	Issue Category	Department/ Directorate	Risk Level	Action Taken	Status	Date Closed

The Complaints Register shall be maintained securely by the Complaints Handling Unit and updated regularly.

SCHEDULE III: COMPLAINT HANDLING CHART



SCHEDULE IV: COMPLAINT ACKNOWLEDGEMENT TEMPLATE

Subject: Acknowledgement of Complaint Receipt

Nakuru City Board acknowledges receipt of your complaint dated _____.
Your complaint has been registered under Reference No _____.

The matter is under review, and you will receive feedback within the stipulated timelines under the Complaints Handling Policy.

Signed: _____
Complaints Officer

SCHEDULE V: COMPLAINT RESOLUTION NOTICE TEMPLATE

Subject: Outcome of Complaint – Reference No _____

Following assessment and investigation of your complaint, Nakuru City Board has resolved the matter as follows:

[Insert decision and actions taken]

If you are dissatisfied with this outcome, you may request a review within fourteen (14) days of receipt of this notice.

Signed: _____
City Manager / Authorized Officer

SCHEDULE VI: APPEAL REQUEST FORM

1. Complaint Reference No: _____
2. Reason for Appeal: _____

3. Desired Outcome:

Signature: _____ Date: _____

CITY GRM MANUAL